

Toronto Seniors' Strategy Community Consultations

CABR Advisory Committee

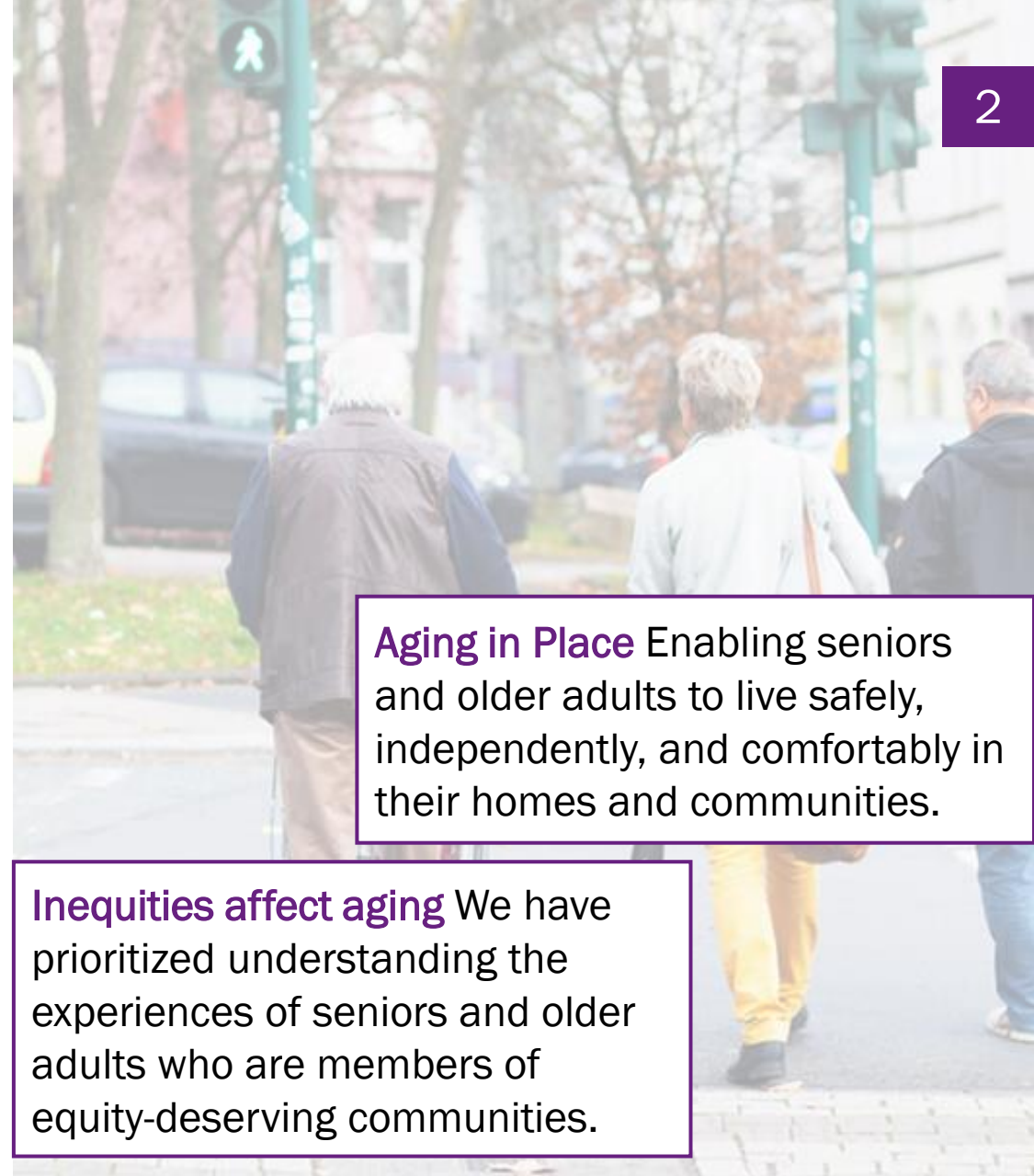
November 25, 2025

Toronto Seniors' Strategy

The **Toronto Seniors' Strategy** is a City of Toronto initiative addressing the policy, service, and resource priorities of Toronto's growing senior population.

In **June 2024**, City Council directed SSLTC to develop the **third Toronto Seniors' Strategy** and approved the proposed multi-modal community consultation process.

For demographic information on seniors in Toronto, see Appendix 1



Aging in Place Enabling seniors and older adults to live safely, independently, and comfortably in their homes and communities.

Inequities affect aging We have prioritized understanding the experiences of seniors and older adults who are members of equity-deserving communities.

Developing the Toronto Seniors' Strategy

**Engage Partners &
Develop Tools**



**City-wide
Community
Consultations**



**Priority Setting &
Strategy
Development**



Engage the Toronto Seniors' Strategy Accountability Table

Community Consultation – Overview

Goals	Consultation Methods	Supports
Enhance the City’s understanding of the priorities of seniors in Toronto, with a focus on inequities in access to services for aging in place. Engage seniors using consultation methods selected to equitably and accessibly reach seniors in Toronto.	Online survey to gather input on the priorities of seniors and older adults across the city. Workshops to reach seniors and older adults beyond the scope of the survey. Focus groups to reach seniors who are Indigenous, Black and who belong to equity-deserving communities, in collaboration with community-based organizations in Toronto (See Appendix 2). Key informant interviews to engage subject matter expertise of community-based organizations and sector partners.	Pop-up Events for community-based promotion of survey and workshops. Language supports including survey translation and live interpretation in workshops and focus groups. Honoraria for Indigenous, Black and equity-deserving communities engaged through the focus groups. Refreshments to reduce barriers for focus group and workshop participants. See Appendix 3 for additional supports and equity considerations.

Community Consultations – Reach

5,400+ seniors and older adults

consulted via Survey, Workshops and Focus Groups

43 community-based organizations

consulted via Key Informant Interviews

**12 Community Coordination Plan
Clusters**

See Appendix 4

General Reflections

- Seniors' and older adults' experiences and priorities reflect systemic, cross-cutting issues that also impact other populations in Toronto.
- For participants who are Indigenous, Black and members of equity-deserving communities, experiences of ageism intersected with other forms of discrimination based on other identities (e.g., transphobia, anti-Black racism) or circumstances (e.g. experiencing homeless, being a newcomer).
- Growing old in Toronto is a skill that needs to be learned.
- Seniors are experiencing lingering impacts of the COVID-19 pandemic on social connection and affordability.
- A majority (73%) of survey respondents reported that they plan to age in place where they live now. However, nearly half (44%) want to age in place and are unsure they will be able to do so.
- Strong alignment in what was shared across the community consultation modalities.

Preliminary Themes

Seniors' and older adults' priorities for aging in place:

1. Getting Around the City with Ease and Safety
2. Safety and Stability at Home and in Community
3. Social Connection and Access to In-home Supports
4. Affordability
5. Service Navigation and System Literacy
6. City Staff Readiness to Support Seniors

Seniors' and Older Adults' Priorities

1. Getting Around the City with Ease and Safety

- Accessible public infrastructure (e.g., transit, sidewalks, intersections, civic and community centres) enables seniors and older adults to participate in their communities.

2. Safety and Stability at Home and in the Community

- Seniors and older adults shared concerns about their safety and circumstances where they feel vulnerable or fearful, such as falling or having a health emergency when they are alone, maintenance issues or unsafe building communities, and online fraud or scams.



Seniors' and Older Adults' Priorities

3. Social Connection and In-home Supports

- In-home supports enable seniors and older adults to maintain their independence. Access to programs and opportunities to connect with others promotes a sense of belonging and reduces social isolation.

4. Affordability

- The high cost of meeting basic needs has a direct impact on many seniors' and older adults' quality of life and was identified as contributing to social isolation.



Seniors' and Older Adults' Priorities

5. Service Navigation and System Literacy

- Seniors and older adults know what supports they need but encounter challenges in accessing them. Seniors, older adults, and caregivers expressed a desire for information to be offered in multiple formats, with a preference for live or in-person assistance.

6. City Staff Readiness to Support Seniors

- Seniors and older adults value City services and report positive interactions with City staff. However, they also identify opportunities to improve how services are delivered to seniors.



Next Steps

1

Finalize the What We Heard Report and Toronto Seniors' Strategy.

2

Spring 2026 – Present the Toronto Seniors' Strategy to City Council.

Discussion Questions

- Does what we heard through the community consultations align with your experience and what you hear in your communities?
 - What is consistent? What differs?
- What should the City of Toronto prioritize in the next 3-4 years to help Black seniors and older adults remain in their homes and communities?

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Appendix 1. Toronto's Demographic Context (2021 Census)

In 2021, 17.1% (477,000) of Toronto's population were seniors (age 65+). By 2041, there will be 719,000 seniors (65+) in Toronto, representing a 50% increase from 2021.

2021 Census data points on Toronto's residents aged 65 and older are below:

- 41% were racialized
- 49% spoke a language other than English at home
- 51% were living on an individual income after-tax of \$29,000 or less*
- 1 in 6 (~17%) were living on a low income (Low-income measure after tax or LIM-AT)*
- ~54% racialized seniors were living on a low-income (LIM-AT), compared to ~46% non-racialized seniors*
- 51% of renters age 85+ had issues with housing affordability, compared to 21% of homeowners age 85+

*Based on 2020 income data.

Appendix 2. List of Focus Group Partner Organizations

- Anishnawbe Health Toronto
- Centre for Immigrant and Community Services
- Native Canadian Centre of Toronto
- Native Child and Family Services of Toronto
- Ontario Caregiver Organization
- TAIBU Community Health Centre
- The Neighbourhood Group
- Toronto Shelter and Support Services Division
- The 519

Appendix 3. Equity Considerations for In-person Consultations

- Workshops and Focus Groups
 - Collaborated with community-based, frontline staff to determine:
 - Timing, refreshment preferences, and accessible room setup.
 - Necessary participant supports including language and live interpretation needs.
 - Approach to promotion and recruitment.
 - Used table-top easels with large print questions for visual clarity and to reduce tripping hazards, compared with traditional floor-standing flip charts.
- Focus Groups: Additional Measures
 - Provided cash honoraria to participants.
 - Reviewed and refined discussion questions in collaboration with community-based organizations.
 - Discussed notetaking preferences and participant comfort.
 - Discussed language and vocabulary considerations.
 - Discussed approaches to number and type of staff in the room.

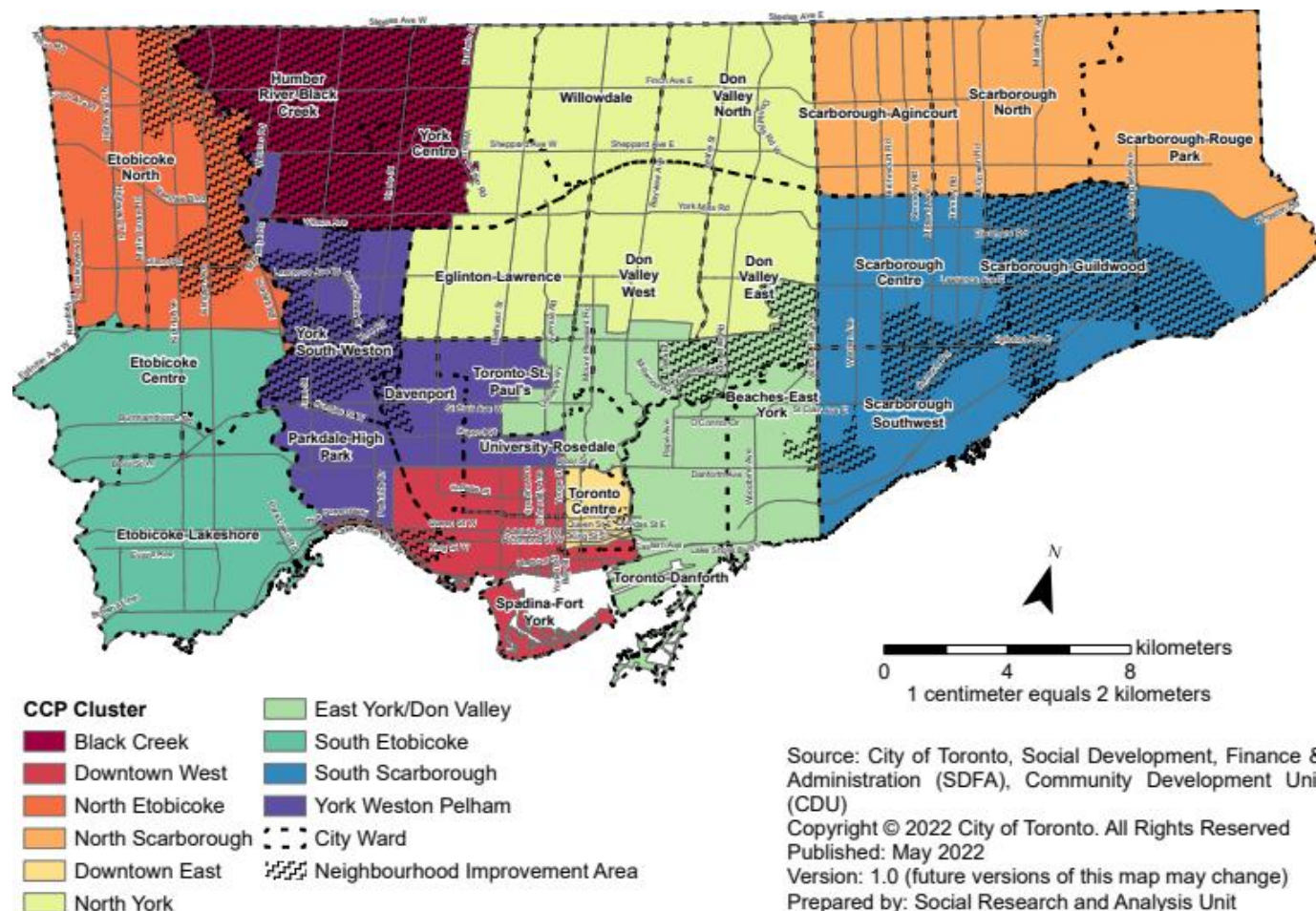
Appendix 4. Community Coordination Plan Clusters

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The Community Coordination Plan ensures coordination and communication with more than 350 community-based organizations. The partnership model implements service coordination and hyper local solutions to meet the needs of Toronto's equity-deserving communities.

The Community Coordination Plan is made up of ten geographic Clusters and two non-geographic Clusters. The two non-geographic Clusters include:

- A Black Resilience Cluster for Black-serving, Black-led and Black-focused community organizations
- A Newcomer Cluster for community organizations supporting migrants, refugees and undocumented residents



Source: City of Toronto, Social Development, Finance & Administration (SDFA), Community Development Unit (CDU)
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