

HPG Neighbour to Neighbour
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March 24, 2025

By email

To: Toronto Seniors' Strategy seniors@toronto.ca and
To: Economic and Community Development Committee, Re April 8 Item **An Approach to Support Naturally Occurring Retirement Communities (NORCs) in Toronto**
ecdc@toronto.ca (Please distribute to Committee members)

We are Neighbour2Neighbour, a volunteer resident committee at 80 & 100 Quebec Avenue in Ward 4. We have been part of UHN's NORC Innovation Centre network for 3 years, promoting aging in place by implementing resident-determined priorities in our buildings.

Our volunteers organize several social programs, an educational speakers series, outings, exercise classes and a wellness check program. Working with Toronto Public Health and other health system partners we have offered a COVID/flu vaccine clinic, a hearing clinic and a Fall Risk/Fall Prevention program.

We appreciate that the City is developing its third Toronto Seniors Strategy and have encouraged residents to complete the on-line survey. We also appreciate that Councillor Matlow initiated a successful motion at Council for consideration of how City services can support and work more closely with NORCs and that the report by Seniors' Services and Long-Term Care is coming to the Economic and Community Development Committee on April 8.

We support the broad recommendations in that report including:

- “a City-wide approach to supporting NORCs through the third Toronto Seniors Strategy, to better enable seniors to age in place safely and independently. SSLTC plans to enhance collaboration with City divisions and identify potential new partnerships to better support seniors living in NORCs; develop a shared understanding of NORCs across City divisions; and explore key NORC-related topics through the community consultations that will inform the third Toronto Seniors Strategy”; and
- “seniors’ access to City information, services, and spaces has the potential to be positively impacted by incorporating supports for NORCs into the next Toronto Seniors Strategy.”

Seniors' Services will know that the NORC Innovation Centre is philanthropically funded and has used its limited resources wisely to initiate and support volunteer efforts like ours

and for pilot projects to test the ways in which NORCs can achieve the objective of augmenting options for residents to age in their own homes and communities. The City has supported calls for provincial and federal strategies to support NORCs. Funding from some level of government will be critical to continue the program, probably sooner rather than later. so we encourage City Council to pursue that.

Our NORC would like the opportunity to consider the delivery of municipal services in our buildings to make them accessible to all of our seniors. This might include the following:

- Community paramedic program;
- chronic disease and injury prevention programs including healthy eating, physical activity promotion, falls prevention and promotion of cancer screening, as well as coordinating a hot weather response;
- appropriate access to the Homemakers and Nurses Services program;
- Toronto Public Library programs such as transportation services for seniors to facilitate increased access to library branches, and electronic information literacy programs for older adults that focus on Internet awareness, safety and new information technologies;
- Toronto Fire Services safety planning;
- seniors' active living fairs.

We would welcome the chance to talk about TTC access and operations and improvements to City planning, built environments and green spaces that work for seniors.

We are not sure if any of our ambassadors will be able to attend the in-person Seniors Strategy consultation meeting in our Ward this week but we would welcome the opportunity to arrange to talk with City staff about support for NORCs and for aging at home in our communities. We can be reached at

Sincerely

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CC: Councillor Perks
Councillor Matlow
General Manager, Seniors Services and Long-Term Care, Daniela Sabatini