The Council on Aging of Ottawa | Le Conseil sur le vieillissement d'Ottawa

Housing Guide 2026

For Ottawa's Older Adults (Third Edition)

Appendices



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APPENDIX 1

Home and Community Care Resources

Whether you own or rent, home and community care support services can help you stay in your home. Outlined below are the key home and community care resources in Ottawa.

Home Care

Ontario Health atHome - Champlain Area

» To request home and community care services in Ottawa and the surrounding area, contact:

- Ontario Health atHome. Call: 310-2222; https://ontariohealthathome.ca
- Ontario Health atHome - Champlain area. Call: 613-745-5525 or 1-800-538-0520; https://ontariohealthathome.ca/region/champlain
- Getting Started https://ontariohealthathome.ca/getting-started

» Location of offices in Ottawa:

- Corporate Office and Mailing: 4200 Labelle St., Suite 100, Ottawa, K1J 1J8
- Bell's Corners, 301 Moodie Dr, Suite 105, Ottawa, K2H 9C4

Types of Services in Your Home: You may be eligible for the following services provided by Ontario Health atHome based on assessed need:

» Health Care Professionals: nursing care, physiotherapy, occupational therapy, speech-language pathology, social work and healthy eating

» Personal Support Services: These services include washing, bathing, oral care, preventative skin care, routine hand or foot care, getting in and out of chairs, vehicles or beds, dressing and undressing, eating and toileting

» Homemaking Services: housecleaning, laundry, shopping, banking, paying bills, planning menus and preparing meals

» End-of-life care at home

Types of Services in Your Community: Many organizations provide community care for older adults who may need support to continue living independently at home. Some

examples of services include meals or transportation, home maintenance and repair, social or recreational services, home help referral services and bereavement support.

211 Ontario: Free, confidential 24/7 service that quickly and confidentially connects people to the social and community support they need. Call 2-1-1 or toll-free at 1-877-330-3213; Live Chat: available Monday to Friday from 7 am – 9 pm; Text 2-1-1: available 24 hours a day, 7 days a week; Email: gethelp@211ontario.ca: monitored Monday to Friday from 7 am-9 pm; https://211ontario.ca.

ACCESS CSS – Connect to community support services. Services to support older adults, seniors and adults living with disabilities living in Eastern Ontario. Select "I would like to search for services myself – Find Services". https://www.accesscss.ca. Submit an online message at: https://www.accesscss.ca/contact-us

City of Ottawa Home Support Services: provides help with light housekeeping to eligible low-income residents who have a medical need and who have little or no support in the community. Light housekeeping may include floors, bathrooms, laundry, kitchen and light dusting. For more information: Call 3-1-1 Monday to Friday from 8:30 am to 4 pm; Language (1 for English, 2 for French); Select 4 for Community and Social Services; TTY Line 1-800-855-0511; Email: CommunitySupports@ottawa.ca (link opens email application); https://ottawa.ca/en/family-and-social-services/financial-and-social-assistance/apply-financial-assistance/home-support-services

Champlain Healthline: Home Health and Community Supports: Provides a listing of home health and community supports. A few examples of topics listed include friendly visiting, home help and homemaking, home maintenance and repair, community support services, caregiver support services, and much more. Phone: 310-2222.
https://www.champlainhealthline.ca/listCategories.aspx?id=10012

Champlain Healthline - Community Health Centres (CHC) in Ottawa: CHCs provide primary care and connect individuals to low-cost or free community and home support services. Services may include a home help directory, transportation to medical appointments, the Grocery Bus, Friendly Grocer, Friendly Visiting, Snow Go Assist, the Caregiver Support Program and the Bereavement Support Program. To find the health centre in your area, visit https://www.champlainhealthline.ca/listservices.aspx?id=10652

Many private agencies offer personal support services for a fee. You can search for them online under "home care services for seniors in Ottawa".

APPENDIX 2

Financial Resources

The following agencies and resources can provide information and services to support aging in place. Listed below are the City of Ottawa, Government of Ontario, Federal Government and other financial assistance programs. Note that some of these loans or deferral programs may be assessed against the property. Keep in mind also, that programs may change over time.

City of Ottawa Programs:

Essential Health and Social Supports Program: On the "Guide to services and programs for older adults" page, scroll to the "Health and Support Services" tab. Available to people with a low income and limited assets. Provides financial help for health-related items, such as prescription drugs, eyeglasses, dental care, diabetic supplies, incontinence supplies, bathroom aids, respiratory supplies, and mobility devices. You must apply for the program and provide financial information. To apply or get more information: Call 3-1-1, select your language of choice, press 4 for Social Services, then press 3 to apply. https://ottawa.ca/en/family-and-social-services/financial-and-social-assistance/apply-financial-assistance/essential-health-and-social-supports-ehss

Better Homes Ottawa Loan Program: A loan program for home energy efficiency retrofits. It aims to support residents in reducing energy consumption and greenhouse gas emissions. https://ottawa.ca/en/city-hall/budget-finance-and-corporate-planning/funding/environmental-funding/better-homes-ottawa/better-homes-ottawa-loan-program

Tax adjustments, rebates and deferrals: Property tax cancellation, reduction or refund: The City of Ottawa may cancel, reduce or refund all or part of the property taxes for those who meet the eligibility requirements. The City of Ottawa offers two deferral programs for property taxes for low-income seniors and low-income people with disabilities:

» Full property tax deferral program: Eligible homeowners may apply for a full deferral of their annual property taxes. Under this program, the City defers full payment of annual property taxes, at a reduced interest rate, for those who meet the eligibility criteria. https://ottawa.ca/en/living-ottawa/taxes/property-taxes/tax-adjustments-rebates-and-deferrals/full-property-tax-deferral-program

» Partial property tax deferral program: Eligible homeowners may apply for partial deferral of their annual property taxes. Under this program, the City defers partial payment of annual property taxes, at a reduced interest rate, for eligible homeowners. https://ottawa.ca/en/living-ottawa/taxes/property-taxes/tax-adjustments-rebates-and-deferrals/partial-property-tax-deferral-program

Water utility deferral program: The City of Ottawa offers a deferral program for water utility bills for low-income seniors and people with disabilities. Under the program, payment of water bills is deferred for applicants who meet the current program requirements. https://ottawa.ca/en/living-ottawa/water-utility-bills/water-utility-deferral-program.

Province of Ontario Programs:

Home Renovation Savings Program: The new Home Renovation Savings Program will offer rebates for home renovations and energy-efficiency improvements such as home energy assessments, windows and doors, insulation, smart thermostats, heat pump water heaters and air source heat pumps. https://www.homerenovationsavings.ca/.

Low-Income Energy Assistance Program (LEAP): If you're behind on your electricity or natural gas bill and face having your service disconnected, you may qualify for emergency financial help. https://www.oeb.ca/rates-and-your-bill/help-low-income-consumers/low-income-energy-assistance-program

> Contact the appropriate agency for your area to find out if you qualify. https://www.oeb.ca/consumer-information-and-protection/bill-assistance-programs/low-income-energy-assistance-program/leap-agencies?combine=&field_utility_name_target_id=All&field_utility_type_target_id=All&field_city_target_id=123&items_per_page=20.

Ontario Electricity Support Program (OESP): If you're a customer of an electricity utility and your household size and income meet certain levels, you may qualify for a reduction on your electricity bill. Phone: 1-855-831-8151; Email: help@OntarioElectricitySupport.ca; https://ontarioelectricitysupport.ca

Ontario Energy and Property Tax Credit: This program, offered under the Ontario Trillium Benefit, is a tax-free payment to help eligible Ontarians with property taxes and sales tax on energy costs. https://www.ontario.ca/page/ontario-trillium-benefit

Ontario Home and Vehicle Modification Program: Funded by the Ontario Government Ministry for Seniors and Accessibility, March of Dimes Canada's Home and Vehicle Modification Program provides funding for basic home and/or vehicle changes or modifications and people with disabilities that restrict mobility and daily function to continue to live safely in their homes, avoid job loss and participate in their communities. https://www.marchofdimes.ca/en-ca/programs/am/hvmp/Pages/modchvmp.aspx

Ontario Seniors Care at Home Tax Credit: Find out if you are eligible for a tax credit to help low- to moderate-income seniors with eligible medical expenses, including expenses that support aging at home, such as hearing aids, hospital beds, and attendant care. https://www.ontario.ca/page/ontario-seniors-care-home-tax-credit

Ontario Seniors' Public Transit Tax Credit: If you're 65 years or older, find out if you could get a tax credit to help with public transit costs. https://www.ontario.ca/page/ontario-seniors-public-transit-tax-credit.

Ontario Works: If you're having difficulty paying your bills, Ontario Works can help cover the costs of basic needs like food and housing. Your payment depends on your family size, income, assets and housing costs. https://www.ontario.ca/page/social-assistance#section-1

Peak Perks Program: Provides financial incentive for residential customers who are willing to conserve energy and reduce air conditioning at peak times and have an eligible smart thermostat connected to a central air conditioning system or heat pump unit. https://saveonenergy.ca/en/For-Your-Home/Peak-Perks.

Save on Energy™ Energy Affordability Program: Provides income-eligible households with free energy-saving upgrades, including new appliances (refrigerators, air conditioners, cold-climate air-source heat pumps), lighting and insulation. This program is coordinated with additional natural gas-saving upgrades for Enbridge Gas customers through the Home Winterproofing Program. To get started, call 1-844-770-3148 or complete the online form. https://saveonenergy.ca/For-Your-Home/Energy-Affordability-Program.

Senior Homeowners' Property Tax Grant: If you're a low-to-moderate income senior, you may be eligible to get help with property taxes and energy costs. Call the Ministry of Finance at 1-866-668-8297. https://www.ontario.ca/page/senior-homeowners-property-tax-grant

Seniors - Money and Finances: Discover programs that provide financial help or tax credits for medical expenses or for modifying your home or car. https://www.ontario.ca/document/guide-programs-and-services-seniors/money-and-finances#section-3.

Federal Programs:

Disability Tax Credit: The DTC helps reduce the income tax that people with physical or mental impairments, or their supporting family members, may have to pay. It aims to offset some of the costs related to the impairment. https://www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/disability-tax-credit/about-dtc.html.

Multigenerational Home Renovation Tax Credit: Provides a one-time 15% refundable tax credit for approved renovation costs up to $50,000 for your home. https://www.canada.ca/en/revenue-agency/programs/about-canada-revenue-agency-cra/federal-government-budgets/budget-2022-plan-grow-economy-make-life-more-affordable/multigenerational-home-renovation-tax-credit.html.

Other Information:

Champlain Healthline - Community Resource Centres: Some Community Resource centres offer financial and/or legal counselling. Select the link for your local Resource Centre from this comprehensive listing to find out more about their specific services. If you would like assistance finding the services that you need, call Ontario Health atHome by dialing 310-2222. https://www.champlainhealthline.ca/listservices.aspx?id=10259

Financial Consumer Agency of Canada - Information about reverse mortgages: A reverse mortgage is a type of loan for homeowners, usually aged 55 or older. It allows you to borrow money from your home equity without selling your home. Consult a financial advisor for guidance. https://www.canada.ca/en/financial-consumer-agency/services/mortgages/reverse-mortgages.html

APPENDIX 3

Housing Services

Housing Services:

Action Housing (East Ottawa): Action Housing is a francophone organization located in Vanier. Since 1989, Action Housing has been offering bilingual services about housing loss and homelessness prevention in Ottawa, in partnership with Community Health and Resources Centres, and many other organizations serving the community. Services include intervention and prevention, counselling and support, affordable housing applications, facilitating access, paralegal services, partnerships, and advocacy. Location: 261 Montreal Road, Suite 200; Phone: 613-562-8219; https://www.action-logement.ca

Canada Mortgage and Housing Corporation (CMHC): CMHC offers housing information for consumers, like tips on renting, purchasing and owning a home. Phone: 1-800-668-2642; https://www.cmhc-schl.gc.ca

Champlain Healthline – Non-Profit Housing: Comprehensive listing of non-profit housing in Ottawa and surrounding areas. To view all listings, scroll to the bottom and click on the next page number. https://www.champlainhealthline.ca/search/SearchResult.aspx?q=Non-profit+housing&f=&p=0

Housing Help (West Ottawa): Helps people with their search for affordable housing, addressing rent control, tenant education and peer support for rooming house tenants. Services include intervention and prevention, counselling and support, affordable housing applications, facilitating access, paralegal services, partnerships, and advocacy. Location: 1335 Carling Ave Suite 214; Phone: 613-563-4532; https://housinghelp.on.ca

Landlord and Tenant Board (LTB): The LTB resolves disputes between residential landlords and tenants and eviction applications filed by non-profit housing co-operatives. The LTB also provides information about its practices and procedures and the rights and responsibilities of landlords and tenants under the Residential Tenancies Act. For more information, refer to Appendix 5: Rights and Responsibilities as Landlord and Tenant. Phone: 1-888-332-3234; https://tribunalsontario.ca/ltb

Social Housing Registry of Ottawa: Their role within the constellation of community housing organizations is to maintain a centralized list of people awaiting subsidized housing. Fifty housing providers in the Ottawa area have rent-geared-to-income housing, below-market rent housing, and supportive housing that draw from the Housing Registry. Phone: 613-526-2088; https://housingregistry.ca

Supportive Housing

Some seniors may need a level of support for mental health and addiction issues but are not ready for long-term care. Options include:

John Howard Society of Ottawa - Adult Residential Programs: Provide individuals an opportunity to access safe accommodation and utilize intensive on-site supports to assist with their life goals and betterment of their health and general well-being. Note that these residences are not senior-specific but a majority of their supportive housing residents are ageing in place. https://johnhoward.on.ca/ottawa/services/residences

Salus Supportive Housing: For adults living with serious mental illness in the Ottawa area, Salus provides a key ingredient and integral first step in the recovery process - a stable home environment. https://www.salusottawa.org/supportive-housing

Shepherds Supportive Housing: They provide long-term homes with on-site, around-the-clock support for people of all genders and ages, including seniors. They help support people with their physical and mental health, trauma, and substance use. They connect individuals with community and resources and help to build their independence. https://www.sghottawa.com/supportive-housing

TRY Supportive Housing Program: Provides housing for single adults (18Y+) who are homeless or at risk of homelessness and need support to move on to permanent housing. https://www.ymcaottawa.ca/programs-services/housing-services/try-supportive-housing-program

Indigenous Housing: Articles regarding the Indigenous Housing Strategy:

> **Assembly of First Nations:** National Housing and Infrastructure Strategy. https://afn.ca/community-services/housing-and-homelessness
>
> **Ontario Construction News:** Ontario moves forward with Indigenous housing strategy. https://www.ontarioconstructionnews.com/ottawa-moves-forward-with-indigenous-housing-strategy

Refugee Housing Services

211-Ontario – Immigrant Women Services Ottawa: Services include crisis intervention, orientation and adaptation, employment counselling and preparation, support services for women who are victims or survivors of violence and/or newcomers and their families and other settlement services. https://211ontario.ca/service/68968074/immigrant-women-services-ottawa-immigrant-women-services-ottawa/%20

Capital Rainbow Refuge: A registered non-profit organization founded in 2010 to support and sponsor LGBTQI+ refugees. https://capitalrainbow.ca

Carty House: As the only house dedicated to refugee women in Ottawa, Carty House provides a first home and a helping hand to refugee women in need in the Ottawa area. https://www.cartyhouse.org

Matthew House: They provide a bed, food, community and essential settlement support until residents secure a job and a place to live. They have welcomed over 700 homeless refugee claimants into their homes. https://www.matthewhouseottawa.org/about

Refugee Housing Canada: A home sharing program that connects refugees with hosts willing to provide safe and affordable housing. https://refugeehousing.ca

Y Newcomer Information Centre: This free newcomer service provides immigrants with the support they need to start their new lives in Canada. They offer both online and in-person services. https://www.ymcaottawa-nic.ca

Happy Cities and Hey Neighbour Collective: Building Social Connections - Toolbox of design actions to nurture wellbeing in multi-unit housing - Age-friendly edition (2025). https://happycities.com/s/Age-friendly-building-social-connections-toolkit-020625.pdf

APPENDIX 4

Home Modification Ideas and Resources

The Council on Aging of Ottawa offers a Smart Aging course entitled "Aging in Place with Home Modifications." The tips and common home modifications listed below are a sample of the information offered in this course.

For more home modification ideas and links to helpful websites, including links to financial assistance programs for accessible renovations, check out the information listed below.

Tips and Common Home Modifications:

Listed below are renovation and modification ideas for different rooms and areas of your home. Note: Some of these suggestions involve the disbursement of variable amounts of money ($ = around $100, $$ = less than $250, $$$ = thousands of dollars) to achieve the desired results.

Kitchen:

- Place small appliances on the countertop where they are easier to reach.
- Place the dishwasher and oven halfway up the wall to eliminate bending over. ($$$)
- Switch to an induction range – greatly reduces the risk of burns and fires. ($$$) Note 1: Induction ranges may not be appropriate if the user wears a pacemaker. Note 2: Confirm with an electrician that your electrical panel is powerful enough for an induction stove, as it draws a lot of energy.
- Eliminate heavy items such as cast-iron pots and replace them with lighter ones. ($)
- Switch to appliances with automatic shut-off (coffee pot, kettle, etc.). ($)
- Ensure non-slip flooring / eliminate mats or install double-sided strips on the perimeter. ($)
- Add a stove guard, a sensor that detects a situation that could result in a fire - it sets off an alarm and, if needed, cuts off the stove's power supply. ($)
- Install rounded pull-open handles for top cupboards and D-style rounded pull-open handles for bottom cupboards and drawers. ($ -$$)

Bathroom: (can be the most dangerous room in the house)

- Install sturdy grab bars. ($$ - $$$ dependending on whether the iwall has adequate backing or reinforcement to support the load of a grab bar)

- Ensure non-slip flooring. ($$)
- Modify your existing tub ($$) or install a walk-in tub/shower with a seat (showers are more accessible; tubs with jets are great for arthritis). ($$$)
- Install a bidet-style toilet seat. ($ - $$). It is less expensive than installing a bidet and can be done in a few minutes. See video - https://www.youtube.com/watch?v=N-ej3WNYCG0
- Use non-skid strips or mats in the tub and on the shower floor. Consider eliminating shower mats as they could be a tripping hazard and can also attract mould. ($)
- Install a comfortable height toilet (16-18" or more with an elongated shape). ($$ - $$$) Or purchase an affordable seat extender with side handles. They are sturdy and easy to install. ($)
- Install night lights or motion-sensor lights (useful in bathrooms, hallways, and all areas of the home). ($)
- Add a tub bench that extends with legs outside the tub to allow sitting and pivoting. ($)

Bedroom: (preferably on the main floor)

- Install a railing or pole to aid in getting in and out of bed. ($$)
- Ensure bed(s) are at appropriate heights – not too high. Bed coverings should not be slippery.
- Install a bedside phone and/or charger. Note: a phone with large numbers and an answering option is best. ($)
- Ensure appropriate lighting (e.g., touch lamps at bedside or remotely operated blinds).
- Ensure space for devices such as a walker at the bedside.

Laundry Room: (preferably on the main floor)

- Install a front-loading washer – raise laundry machines to avoid bending down. ($$$)
- Space permitting, install a table or counter to place items. ($ - $$)
- Acquire an auto-shut-off iron. ($)

Hallways and Stairs:

- Install sturdy handrails along both sides of stairways and other helpful locations - round or oval handrails are best to grab securely. ($$$)
- Install motion-activated LED lights on the stairs and the handrails.
- Place a motion-activated light at the top and bottom steps. If feasible, consider installing reflective tape. ($ - $$)

- Install non-slip treads, stair aids, a stair lift or a pneumatic elevator. ($ - $$$)
- Install a bench at entryways (interior and exterior) - good for putting on boots / placing groceries, to unlock the door.

General:

- Widen doorways. ($$$) Depending on the required extra space, pull-away hinges would be less expensive. ($)
- Ensure an accessible bathroom on the main floor. ($$$)
- Lower shelving and reassess any shelving that requires a stepladder. ($$$) Or, for minimal cost, reorganize shelving to provide easy access to commonly and frequently used items. ($$)
- Install textured, non-slip flooring everywhere. ($$)
- Replace doorknobs with lever-style handles so that you don't have to grip or twist. ($ - $$)
- Consider a personal fall detection or medical alert system (Apple Watch or other devices provided by companies offering monitoring and response services). ($$ - $$$)
- Install smoke and carbon monoxide alarms for special needs, such as loss of hearing or smell. ($$)
- Install smart devices such as Alexa to turn lights on, a vacuum robot, etc. ($$)
- If there are steps to the house, consider installing easier-to-grasp round or oval handrails or, if required, an accessibility ramp. ($-$$)
- Ensure you can always see who is at the door (storm door, small window or peephole). ($-$$)
- If there is no doorbell, purchase a battery-powered doorbell. Note: Useful when a person in a different area of the home needs attention. ($)
- Eliminate tripping hazards – remove scatter floor mats or area rugs everywhere, run cords along the walls, even out floor surfaces or install mini ramps.
- Move the bedroom to the main floor. (If accessible bathroom).
- Reduce clutter to make movement and cleaning easier and safer.
- When hearing/sight challenges exist, consider doorbells and fire protection devices with flashing lights or vibrations.

Outdoors:

- Install wheelchair ramps or no-step access to patios, balconies, and terraces and lighting for increased safety. ($$$)
- Modify to a step-free entrance. ($$$)
- Add railings and/or lighting to the steps. Solar lights can be very useful, as well as motion-activated lights. ($$)
- Address uneven paving at entrances. ($$)
- Ensure adequate lighting, i.e. motion-sensor or solar. ($)
- Install video doorbells or doorbells with flashing lights. ($$)
- Install keyless entry. ($$)

Accessibility Renovations

An accessible home meets the needs of a person with a disability and is safe and comfortable for everyone who lives there.

To create a plan, assess your home and look for problem areas like tripping or slipping hazards and areas that are hard to access or maintain. Consider having a safety audit done of your home to get an idea of some of the issues present.[3] Or get a professional home assessment done by a contractor who specializes in aging-in-place renovations. They will prepare accessibility recommendations. It is wise to interview a few companies and then hire the contractor that you feel will best complete the renovations. Potential renovations include:

Bathroom:

- Installing grab bars, raised toilets or lowered sinks with knee clearance, slip-resistant floors, accessible faucets and shower heads or seats in a walk-in or wheel-in shower or tub.

Kitchen:

- Installing excellent lighting, lowered kitchen cabinets and work surfaces with knee space below, touchless faucets or cabinets that can be opened with a toe-kick and ensuring extra space for maneuverability

Whole home:

- Creating widened doorways and hallways with contrasting colours and smooth transitions between surfaces
- Installing lever door handles, excellent lighting with lower switches, a stair lift or elevator
- Adding a main floor bathroom, bedroom or laundry room

[3]Senior Home Safety Specialist: https://www.jeanfrancoispinsonnault.com/consulting

Home Renovation Resources:

AGE-WELL: A unique Canadian network that brings everyone together to develop technologies and services for healthy aging. They are also training the next generation of innovators in this field and making Canada a world leader in technologies that help aging populations everywhere. https://agewell-nce.ca

BuildAble Accessibility Blogs: https://www.buildable.ca/accessibility-blog. Topics include those listed below (as well as many others):

- Adding comfort and accessibility to your bath space: The benefits of benches
- Creating accessible kitchens: A comprehensive guide
- Essential home modifications for aging in place
- Essential questions to ask your contractor before signing any renovation project

Canadian Home Builders' Association: Provides homeowners with information, resources and services for those who wish to renovate their home.

Qualified Adaptiv Home Specialists are renovators, designers, occupational therapists, and other professionals who have the knowledge and skills required to undertake renovation projects to accommodate someone living with a disability, or a progressive condition, or those looking to age in place. https://www.chba.ca/adaptiv-home

Canada Mortgage and Housing Corporation:

Maintaining Seniors' Independence through Home Adaptation - A Self-Assessment Guide. https://www.cmhc-schl.gc.ca/professionals/industry-innovation-and-leadership/industry-expertise/senior-housing/maintaining-seniors-independence-through-home-adaptations-a

Low-Cost or No-Cost Home Modifications for Seniors and People with Disability. https://www.marchofdimes.ca/en-ca/programs/am/hvmp/Documents/Low-cost-no-cost-home-modifications_MODC.pdf

Government of Canada:

- **Safe living guide - A guide to home safety for seniors.** https://www.canada.ca/en/public-health/services/publications/healthy-living/safe-living-guide-a-guide-home-safety-seniors.htm
- **Canada Revenue Agency: Medical Expenses:** Those with a severe and prolonged mobility impairment may be able to claim construction and renovation costs as a medical expense on personal income taxes. They must be able to show that the circumstances and expenses meet all the conditions. https://www.canada.ca/en/revenue-agency/services/forms-publications/publications/rc4065/medical-expenses.html

APPENDIX 5

Rights and Responsibilities as Landlord and Tenant

If you are or become a landlord, your **main rights as a landlord** are to:

- Choose a tenant using income information, credit checks, credit references, rental history, guarantees, and similar business practices. A landlord cannot select or refuse tenants based on race, place of origin, ethnic origin, religion, sex, age, sexual orientation, marital status, family status (e.g. children) or disability.
- Collect the rent deposit, in full, on the day that it is due; enter the rental home to complete maintenance or repairs, to show the unit to a potential tenant, or in an emergency, based on certain guidelines; to increase the rent once a year, based on guidelines; and in some situations, to give a tenant a notice to leave.

Your **main responsibilities as a landlord** are to:

- Keep the home in good repair and obey provincial and city health, safety and maintenance standards
- Clean and maintain the common or shared areas of the building, such as hallways and yards, and remove snow from driveways, walkways, etc.
- Provide vital services such as hot and cold water, electricity, heat and fuel such as natural gas
- Provide the tenant with a copy of the lease or tenancy agreement and provide rent receipts. NOTE: Check the impact on your total revenues to determine how receiving a monthly rent will impact your tax return
- Accommodate a tenant's accessibility needs up to the point of "undue hardship." This means a landlord is only discharged of their duty to accommodate accessibility needs if they can demonstrate that making the accommodations would result in undue hardship, by proving that:
  - » The costs for making an accommodation would be so high that it would affect the very survival or change the essential nature of their business
  - » No outside sources of funding are available to assist with the accommodation process
  - » The health and safety risks of making the accommodation would outweigh any benefit of the accommodation itself

If you are or become a tenant, your **main rights as a tenant** are to:

- Have a safe home in good repair, even if you knew about problems before agreeing to rent the home
- Have vital services, including heat, hot and cold water, electricity, and fuel such as natural gas, even if the rent has not been paid. The landlord may only shut off services for a short time so that they can make repairs
- Have privacy: The landlord can enter the home only for certain reasons, such as to make repairs or show the home to possible tenants or in an emergency
- Have controlled rent increases once in 12 months within legal limits. Rent control does not apply to rental units first occupied after November 15, 2018. There are also special circumstances when a landlord can apply to the Landlord and Tenant Board to raise the rent more than the limit in a given year
- Have protection from unlawful eviction and have the right to a hearing with the Landlord and Tenant Board
- Have children living in your home, have pets, and have the right to make a "reasonable" amount of noise
- Have a written copy of the tenancy agreement, written notice of the landlord's legal name and address, and rent receipts
- Request an accommodation from your landlord. Under the Human Rights Code, landlords are obligated to accommodate a tenant's disability by taking action to make their unit accessible up to the point of undue hardship

Your **main responsibilities as a tenant** are to:

- Pay the total amount of the rent by the day agreed to in the lease or tenancy agreement
- Maintain a clean home, including not letting garbage or other objects pile up and become a health hazard or destructive to the structure, and cleaning up after pets or guests
- Repair damages caused by yourself or guests, or damages that aren't worn from everyday use
- Be reasonable with noise to not disturb others living nearby
- Obey the law, such as the by-laws in the city about overcrowding, and to honour the lease or tenancy agreement
- Leave in good standing by leaving the property clean and reasonably in the same state as when you moved in

Organizations that offer support and legal advice for housing matters:

Ottawa and Gatineau ACORN: Assists with rent increase disputes and renoviction opposition. Phone: 613-746-5999; https://acorncanada.org/locations/ottawa-acorn

Action Housing and Housing Help: These organizations prevent housing loss, offering free services to those with low and moderate incomes for accessing safe, affordable housing.

> **Action Housing:** Phone: 613-562-8219; Email: info@action-logement.ca; https://www.action-logement.ca
>
> **Housing Help:** Phone: 613-563-4532; Email: info@housinghelp.on.ca; https://housinghelp.on.ca

Canadian Centre for Housing Rights: A non-profit working on housing rights, providing information on housing law and tenant/landlord rights. Phone: 416-944-0087 or 1-800-263-1139; https://housingrightscanada.com

Community Legal Services Ottawa: Offers free legal advice on housing issues to low-income individuals. Visit their housing law section. https://www.clsottawa.ca/legal-topic/housing-law

Landlord's Self-Help Centre: Community legal clinic and resource centre, information, referrals and summary advice on housing issues from landlord's perspective, educational tools, law reform, rental forms, funded by Legal Aid. https://landlordselfhelp.com

Landlord and Tenant Board of Ontario: For issues between landlords and tenants. Phone: 416-645-8080. https://tribunalsontario.ca/ltb

Ontario Legal Information Centre: For legal advice. Phone: 1-844-343-7462 or 613-842-7462; https://centreinfojuridique.ca/en

Pro Bono Ontario: Provides free legal advice to tenants and small landlords. Services include help with suing, appeals, and filling out court documents. Phone: 1-855-255-7256; https://www.probonoontario.org/housing

Sources of Information:

Tribunals Ontario. Brochure: A guide to the Residential Tenancies Act. LTB | A Guide to the Residential Tenancies Act https://tribunalsontario.ca/en

Ministry of Municipal Affairs and Housing: Renting in Ontario: Your rights | ontario.ca. https://www.ontario.ca/page/renting-ontario-your-rights

Chandra Pasma, MPP for Ottawa West-Nepean. Tenant Guide. https://www.chandrapasma.ca/tenant_rights

APPENDIX 6

Examples of Innovative Housing Options

Abbeyfield Houses of Ottawa. Provides affordable housing for up to 10 seniors (single or couples) who are mobile and independent in their daily activities in a family-style house with 24-hour staff support, meals, activities and access to various social services on-site. Respite, vacation and convalescent care are provided when a room is available. Wheelchair accessible. Reasonable rents, no subsidies. Location: 425 Parkdale Ave Phone: 613-729-4817; E-mail: manager@abbeyfieldottawa.ca; https://abbeyfield.ca/ottawa

Under Development

- Abbeyfield Riverside: E-mail: riverside@abbeyfield.ca
- Polonia Abbeyfield House for people of Polish background. Email: polonia@abbeyfield.ca; https://abbeyfieldpoloniahouse.ca
- Flo's Abbeyfield serves the Afro-Caribbean community: 211 Bronson Avenue, Ottawa, Ontario K1R 6H5. Phone: (613) 292-3375.

Bruyère Health - Bruyère Health Village: Located on the banks of the Ottawa River in the east end of the city, the Bruyère Health Village includes comprehensive components that meet the needs of the aging population such as independent living, assisted living, affordable housing, healthy aging programs, a unique community setting, dedicated staff, safety and well-being, high-quality design/construction and support services.

The Villas offers independent apartments at full market, average market, and below market rental rates, as well as subsidized housing for people who are eligible (determined by the Social Housing Registry of Ottawa).

Besserer Place, a four-storey apartment building which is connected to a long-term care home, offers assisted living apartments and support services, as well as cluster apartments, which are designed for seniors who require additional support and supervised services.

Location: Hiawatha Park Road, Orléans. Phone: 613-683-2508; https://www.bruyere.org/en/senior_living

Carlington Community: An innovative partnership between the Carlington Community Health Centre (CCHC) and the Ottawa Community Housing Corporation (OCHC). Carlington Community provides health and social services with affordable housing for low-income seniors. This four-storey apartment has 42 one-bed apartments with 12 barrier-free and 30 visitable units as well as a health clinic. Location: 1290 Coldrey Avenue. Phone: 613-731-1182 option 3; E-mail: info@och.ca. https://www.och-lco.ca/properties/carlington-community

Odenak (Dream Lebreton Flats): Multifaith Housing Initiative (MHI). This project will build 601 new residential rental units - 247 of them affordable - in two towers at 665 Albert Street, between Ottawa's future Ādisōke main public library and the Pimisi LRT station. The plan is to begin housing the first occupants of LeBreton Dream in 2025. https://www.multifaithhousing.ca/dream-lebreton-flats.html

Eastern Ontario Christian Senior Citizen Co-operative Homes Inc.: A retirement community for Seniors 65+ with varying income levels. The Co-op consists of two buildings, which comprise 135 units, which include bachelor, one- and two-bedroom units as well as common areas. Location: 220 Viewmount Dr. Information and Phone: 613-225-5110; E-mail: management.viewmount@gmail.com. https://eocscch.com

Ellwood House (Ottawa) Inc.: A non-profit seniors' residence affiliated with St. Thomas the Apostle Anglican Church. There are 30 units over three floors, and the building includes a common lounge, laundry facilities, and a library. Units are available at market rent and rent geared to income. Location: 2270 Braeside Ave. Phone: 613-521-5151; E-mail: ellwoodhouse@rogers.com. https://www.ellwoodhouse.ca

KDS Village: Inter-denominational housing for retired seniors in good health. Facilities include recreation rooms. Not wheelchair accessible. Below-market rent, and subsidized units are available. They are building a mixed-income 58-unit affordable housing development for seniors in addition to the existing 70 units. Location: 567 Cambridge St. S (Bronson and Carling Ave). Phone: 613-604-0618; E-mail: roseanne.holtman@clvgroup.com. https://kdsvillage.ca

Perley Health Senior Living Apartments: Tenants benefit from specially designed apartments and communal spaces, and ready access to Perley Health services and programs. The apartments offer housing for independent living and assisted living. Apartments include average market rent, below market rent and rent geared to income options. For more information or to view an apartment, contact the rental office. Phone: 613-526-7170 ext. 2006; E-mail: rentaloffice@perleyhealth.ca; https://www.perleyhealth.ca/senior-living

Unitarian House of Ottawa: A non-profit charitable organization offering a unique mix of retirement living and independent living. A 5-storey residence provides in-house nursing services, activities and exercise classes. Location: 20 Cleary Avenue. Phone: 613-722-6690; E-mail: retire@unitarianhouse.ca; https://www.unitarianhouse.ca

APPENDIX 7

OASIS – An Example of a Successful NORC Program

According to Dr. Vincent DePaul of Queens University, the OASIS Program is an older adult-driven program that seeks to create inclusive communities to support aging well in place. The objective of OASIS is to provide a program designed with and for older adults that builds community among members. Through collaboration with the public, not-for-profit, and private sectors, including property owners, OASIS brings services and programs to residents based on their needs and interests. OASIS addresses several issues among older adults, including:

- Inadequate nutrition, primarily from eating alone
- Isolation, loneliness and loss of autonomy
- Lack of engagement in activities, physical deconditioning, falls and fall-related injury

The core elements of OASIS include:

- Community development and empowerment of older adult members to determine the activities and programming they would like
- Activities and programs focused on building and strengthening social connections, facilitating healthy nutrition, promoting physical fitness and safe mobility and knowledge sharing
- An onsite coordinator (a non-resident) to support program development and implementation and facilitate access to community resources
- Communal spaces for programming are offered in kind by property owners

OASIS Evaluation

In 2018, the original OASIS community partnered with researchers at Queen's University and colleagues at McMaster and Western Universities to expand and evaluate the OASIS Program. Research on the OASIS Program has included both qualitative and quantitative evidence to support its positive impact on healthy aging in the community.

In interviews and focus groups, OASIS members report that OASIS has provided them with a sense of purpose, allowed them to broaden and strengthen their social network, build family-

like connections with other OASIS members, providing them "something to do and someone to do it with", an opportunity to learn new skills, to be more physically active, and has had a positive impact on their mental health. Members also specifically referred to the benefits of OASIS on their well-being during the COVID-19 pandemic.

The OASIS Research Team also compared the healthcare utilization patterns of older adults living in the apartment building with the original OASIS Program to those of an age-matched cohort of older adults living in buildings without an OASIS Program. On average, older adults living in the building with the OASIS Program had fewer unplanned hospitalizations, emergency department visits, fall-related medical interactions, and decreased use of home care than the non-OASIS cohort. Finally, for those older adults who required a move to a long-term care facility, the transition was delayed by a median of one year.

The evaluation of the impacts of the OASIS Program is ongoing. The OASIS Network is transitioning to a national not-for-profit with central and local structures and resources to support the ongoing development, implementation, sustainability and evaluation of the OASIS Program in communities across the country. For further information, contact OASIS.study@queensu.ca.

OASIS Ottawa

The Olde Forge Community Resource Centre receives funding from Queen's University to hire Program Coordinators to organize OASIS programming at the two sites in Ottawa. They are dedicated to amplifying the voices of members and advocating for the needs and interests of their communities.

OASIS Ottawa is the Ottawa wing of a growing network of OASIS programs. The program is overseen by a steering committee which consists of building residents, OASIS Coordinators, Queens University professors and the Council on Aging of Ottawa. OASIS helps to organize in-house activities and events that encourage social interaction, healthy nutrition, and physical activity. They aim to support residents to age in place by creating opportunities for older adults to engage in their home community, learn about necessary resources, and encourage healthy living.

OASIS Ottawa Partner Roles: The following roles are outlined on the OASIS Ottawa website at https://OASISottawa.my.canva.site/our-partners:

- **The Olde Forge Community Resource Centre:** Acting as OASIS' funding body, the Olde Forge is a cherished partner of OASIS. The Olde Forge is a non-profit organization that supports Older Adults in the Bay Ward area and provides a range of services, including Adult Day Programs, Home Help/Maintenance, Foot Care, and more!

- **Ambleside Men's Shed:** We're proud to be close partners with Ambleside Men's Shed! As a chapter of Men's Sheds Ontario, the Ambleside Men's Shed seeks to help improve men's health through activities men enjoy! If you are a man in the Ambleside area who would like to get involved, you are welcome to join.
- **The Olde Forge Caregiver Network:** OASIS and the Olde Forge Caregiver Network are collaborative partners on activities and education sessions. If you identify as any form of caregiver, you are welcome to join. The program provides support through recreation, opportunities to connect with other caregivers and day-away retreats for self-care.
- **The Council on Aging of Ottawa (COA):** The COA serves our steering committee, providing invaluable feedback and insight into the needs of Older Adults in the community. They are an essential voice in advocating for the needs of Older Adults, empowering Older Adults, and supporting the development of Age-Friendly, inclusive communities.
- **Ambleside Wellness Clinic:** In partnership with The Ottawa Paramedic Service, Pinecrest-Queensway Community Health Centre, Rexall Lincoln Fields, HelpAge Canada, and the Ambleside OASIS Healthcare Working Group, we are proud to host a once-monthly Wellness Clinic.

Resources:

OASIS Ottawa: https://OASISottawa.my.canva.site

- Ambleside OASIS: Phone: 613-898-8514; Email: Info@oldeforge.ca
- Rosewood OASIS: Phone: 613-829-9777 Email: Info@oldeforge.ca

OASIS Communities for Aging Well. https://www.OASISagingwell.com

Olde Forge Community Resource Centre: OASIS Senior Supportive Living. https://www.oldeforge.ca/OASIS-senior-supportive-living

Queen's University: It takes a village: helping older adults find their Oasis | Faculty of Health Sciences | Queen's University. Emails: OASIS.admin@queensu.ca; OASIS.study@queensu.ca

APPENDIX 8

Naturally Occurring Retirement Community (NORC) Resources

Key Sites:

NORC Innovation Centre:

Creating new possibilities for aging in place. Information on how to create a NORC-SSP in Ontario. https://norcinnovationcentre.ca

NORC Ambassadors Program. Aims to inspire and support older adults to lead the development of inclusive aging communities. https://norcambassadors.ca

OASIS:

OASIS Communities for Aging Well: An innovative model that offers programming for older adults living within a NORC (Naturally Occurring Retirement Community). OASIS is unique as it seeks to empower older adults to identify their needs and determine the services and activities which best meet those needs (Donnelly et al, 2019). https://www.OASISagingwell.com

OASIS Ottawa: The Ottawa wing of a growing network of OASIS programs that support older adults in their communities. In Ottawa, OASIS is currently operating and open to residents of Ambleside One, Ambleside Two, Ambleside Three, and Rosewood Apartments. https://OASISottawa.my.canva.site/

Ottawa Neighbourhood Solutions and the Council on Aging of Ottawa: Ottawa NORC Finder: Where older adults (55+) are living in Ottawa. https://ons-sqo.ca/dashboards-2/norcs

Articles of Interest:

Fifty-Five Plus Lifestyle Magazine: How NORCY is your Neighbourhood? Find out what the COA has done, and is doing, on the NORC front: By Jennifer Brooks, COA volunteer. https://www.fifty-five-plus.com/blog/community/how-norcy-is-your-neighbourhood

MacLean's Magazine: The Big Idea, Help Seniors age at home. "Seniors want to continue to live among young people and families." https://macleans.ca/society/health/big-idea-long-term-care-senior-age

Parenting Times Magazine: Getting older, staying home. NORCS offer older adults an alternative to senior housing within an intergenerational community. https://www.ottawaparentingtimes.ca/getting-older-staying-home

Publications:

Healthcare Excellence Canada: Enabling aging in place. Promising Practices: OASIS. https://www.healthcareexcellence.ca/media/clnnwfq4/OASIS_promising_practice_accessible_en.pdf

NORC Innovation Centre:

A home care model for naturally occurring retirement communities in Ontario. NORCS present a significant opportunity to redesign a home care delivery model that can leverage the density to deliver better care and experiences. https://norcinnovationcentre.ca/wp-content/uploads/A-Home-Care-Model-for-NORCs-in-Ontario.pdf

Policy recommendations for 2023 City of Toronto mayoral election candidates. https://norcinnovationcentre.ca/wp-content/uploads/NIC-Recommendations-for-Mayoral-Election-.pdf

APPENDIX 9

Emergency Preparedness Resources

Older adults must have the necessary resources to stay safe and prepared. The following resources can help residents prepare for emergencies such as extreme heat, power outages or other emergencies.

Government of Ontario:

Ontario Seniors: How to be prepared for an emergency. https://www.publications.gov.on.ca/301304

Ottawa Public Health:

Beat-the-Heat: Fact sheet with information about how to protect yourself and others during extreme heat. https://www.ottawapublichealth.ca/media/ewsp2sln/beat-the-heat_en.pdf

Food and private well water safety during a power failure or flood. https://www.ottawapublichealth.ca/clinics-education-and-supports/water-quality-and-safety/private-wells/

Stay-Cool-Poster: Scan the QR code to show a map of places to cool off around your neighbourhood. https://www.ottawapublichealth.ca/media/w3jliphn/oph-stay-cool-poster-85x11_hr.pdf

City of Ottawa:

Are you Ready? Get Your Kit Together! (YouTube video) https://www.youtube.com/watch?v=tMNcE2KVl9k

Compassionate Grant Program: Tenants and homeowners who have been affected by basement flooding due to sewer surcharging may also be eligible for financial assistance. ottawa.ca/cg

Emergency Preparedness. https://ottawa.ca/en/health-and-public-safety/emergency-preparedness#section-ac50c2a0-a461-460f-ab93-66b48deedd1c

Frozen water service pipes: Contact 3-1-1 for assistance. https://ottawa.ca/en/living-ottawa/drinking-water-stormwater-and-wastewater/drinking-water/drinking-water-advisories-and-planned-work#section-e5e4d6eb-9f5b-4bf0-a476-d2ade6a52dcc

Residential Protective Plumbing Program: provides financial assistance to qualified City of Ottawa property owners for the installation of protective plumbing devices such as sump pumps and storm and sanitary backwater valves. These devices can prevent sewage or stormwater from entering homes when the sewer's capacity is exceeded during an extreme weather event. ottawa.ca/rppp

National Collaborating Centre for Environmental Health

Extreme Heat Health Check Tool: Recognize who is at most risk, how to recognize heat-related illness, and what to do in risky situations. Available in English, French, Chinese and Punjabi. https://ncceh.ca/resources/evidence-reviews/health-checks-during-extreme-heat-events. Download the brochure in multiple languages. https://ncceh.ca/resources/evidence-reviews/health-checks-during-extreme-heat-events#h3-0

Government of Canada

Your Emergency Preparedness Guide - create your household emergency plan. https://www.getprepared.gc.ca/cnt/rsrcs/pblctns/yprprdnssgd/index-eng.aspx#s1

Canadian Red Cross

Make an Emergency Plan: Make a plan to ensure you can find and contact your loved ones. https://www.redcross.ca/how-we-help/emergencies-and-disasters-in-canada/be-ready-emergency-preparedness-and-recovery/make-an-emergency-plan

APPENDIX 10

Elder Abuse

Elder abuse refers to a single or repeated act or lack of acceptable action that occurs in a relationship where trust is expected. These acts cause harm or distress to an older adult. They are a violation of human rights and may include physical, psychological, and financial abuse, as well as neglect.

Types of Elder Abuse:

- **Financial Abuse**: Stealing money, misusing property, cashing cheques without permission, forging signatures, or forcing a senior to change a will or power of attorney. This is one of the most common types reported in Canada.
- **Emotional / Psychological Abuse**: Threatening, bullying, insulting, humiliating, treating a senior like a child (infantilization), or isolating them from family and friends.
- **Physical Abuse**: Hitting, pushing, shaking, rough handling, or using unprescribed physical or chemical restraints.
- **Sexual Abuse**: Forcing, tricking, or engaging in unwanted sexual activity, or violating a senior's sexual privacy.
- **Neglect**: Failing to provide basic life necessities such as food, water, proper clothing, shelter, supervision, or necessary medical and hygienic care (which can be intentional or passive).
- **Medication Abuse**: Deliberately over-medicating, under-medicating, or withholding prescribed medications.
- **Violation of Rights and Freedoms**: Interfering with a senior's right to make personal choices, practice their religion, send or receive mail, or move about freely.
- **Systemic Abuse**: Harmful, discriminatory, or neglectful rules and practices within institutions, hospitals, or long-term care facilities due to understaffing or poor policy.

Examples in Housing:

- **Home Takeovers:** When someone enters a home and refuses to leave. It can be a friend, family member, or someone you know. These guests act in ways that make the homeowner feel uncomfortable or threaten their home, including illegal activity.
- **Scams & Frauds:** These can involve mortgage, home, or home service schemes. Door-to-door scams often target older adults, tricking them into signing contracts for expensive or fake services. Another common scam is a mortgage or lien, like a "Notice of Security Interest" (NOSI), placed on their home without permission, creating financial trouble and possible foreclosure.

To avoid these scams, do your research on companies and contact them directly if you require services. Also, do not allow unsolicited door-to-door salespeople into your home. Also, check your bank statements regularly to make sure there are no unauthorized withdrawals.

If you or someone you care about is experiencing elder abuse, the following resources are available to assist you:

Ottawa Victim Services: OVS is a not-for-profit organization providing emotional and practical support to people in our community who've been affected by crime or tragedy, including elder abuse. 613-238-2762; info@ovs-svo.com, www.ovs-svo.com

Ottawa Police Elder Abuse Line: Specialized police officers of the Ottawa Police Elder Abuse section investigate all allegations of elder abuse. The non-emergency line service is available to vulnerable adults 18 years and older. Phone: 613-236-1222, extension 2400. https://www.ottawapolice.ca/en/sections-and-units/investigative-units/elder-vulnerable-adult-investigations-section

Elder Abuse Prevention Ontario: A provincial organization within Ontario that offers education, training, resources, and information about elder abuse. Seniors Safety Line: 1-866-299-1011 – the line is available 24 hours a day. https://eapon.ca

Seniors Crime Stoppers: In Ontario, there is a province-wide Seniors Crime Stoppers program which allows anyone to anonymously report incidents of elder abuse, which is then forwarded to police. To report an incident of elder abuse anonymously, 1-800-222-TIPS (8477). https://crimestoppers.ca/tips-contact-information

Seniors Safety Line: Provides contact and referral information for local agencies across the province that can assist in cases of elder abuse. Trained counsellors also provide safety planning and supportive counselling for older adults who are being abused or at risk of abuse. Family members and service providers can also call for information about community services. 1-866-299-1011. https://eapon.ca/seniors-safety-line

Consumer Protection Ontario: Information on how to avoid common door-to-door scams for water heaters, home heating, and other services. Learn your rights and find the information to protect yourself. www.ontario.ca/page/consumer-protection-ontario

Canadian Anti-Fraud Centre - Recent scams and fraud: Canada's main agency for tracking, preventing, and educating the public about fraud and scams. The center provides information on common scams, such as phone and online fraud, as well as financial scams aimed at older adults. www.antifraudcentre-centreantifraude.ca/index-eng.htm

Counselling Connect: A service in Ottawa that offers free counselling services and support groups for people of all ages. Quick and easy to access for a variety of issues, including elder abuse. https://walkincounselling.com

APPENDIX 11

Advocating for Improvements in Age-Friendly Housing

The Council on Aging (COA) welcomes your contribution to advocacy for better housing for older adults in the region. The purpose of this appendix is to provide information on how you can become involved. You have unique knowledge and experience with the challenges that older adults face regarding housing. By adding your voice and advocating for better housing, you can contribute to more affordable, accessible, appropriate and available housing for older adults in the Ottawa region.

The Advocacy Steps of Engagement

You don't have to be an expert to get involved and advocate for improvement in age-friendly housing. Involvement in advocacy can take many forms and requires a variety of skills depending on the tasks. For example, you can participate in community conversations, become informed about the issues, or connect with your city councillor. You don't have to be a political activist to visit your councillor. Your councillor is just another human being who will welcome your contribution. He or she needs information on key issues for their constituency to be able to do their job well and probably knows less than you about the issues you want to bring forward to their attention.

The Advocacy Steps of Engagement provided below list a wide range of ways in which you can become involved. All levels, or "steps", of involvement are important, but there is both a predictable evolution of participation and the possibility of moving up and down the steps depending on other commitments and level of comfort. What is important is using your voice to make changes that will improve the lives of Ottawa's older adults. Each step you take is a move in the right direction.

Some examples of how you can contribute (and you may also have other ideas) include the following:

Be Informed

- Become knowledgeable about the issues related to housing for older adults by researching websites of non-profit organizations, federal, provincial and municipal bodies involved in housing, newspapers, etc.
- Visit the COA website to learn more and read key documents, including the municipal and provincial platforms that provide key recommendations to the City and Province.

Talk with Others

- Have conversations with family, friends and neighbours.
- Share your thoughts and experiences on social media.
- Write a letter to the editor on an issue you feel strongly about.

Volunteer

- Become involved in community organizations that promote age-friendly housing.
- Join the COA's Age-Friendly Housing Committee.
- Help organize an advocacy event (a rally, display in a mall, etc.).

Advocate

- Sign a petition.
- Sign a prepared letter or postcard.
- Attend an advocacy event (Older Adult Summit, City of Ottawa Consultation).
- Attend an advocacy workshop.
- Join an advocacy group.

Contact Politicians

- Send an email or letter to your councillor.
- Phone your Federal (MP) or Provincial Member of Parliament (MPP)'s office or your Councillor's office following a script provided by the Age-Friendly Housing Committee
- Participate in a visit (or pop-up) with your Councillor or Federal MP, or Provincial MPP.
- Attend an all-candidates meeting, such as for budget consultations or in the context of an election.

In the context of a housing crisis and an aging population, your voice matters. The COA invites you to add your voice to this important issue. COA's Age-Friendly Housing Committee supports aging in the community through several actions, including:

- Advocacy for age-friendly housing in the Ottawa region: the Committee developed Municipal and Provincial Platforms that provide key recommendations about housing for older adults. These are available on the CoA website.
- Providing information and education on the 4 As of housing (affordable, accessible, appropriate and available)
- Researching and exploring issues related to older adults and housing and sharing this knowledge with the community
- Collaborating with like-minded partners in the communit

APPENDIX 12

Housing Initiatives

Government of Canada

Federal Community Housing Initiative: A $618.2 million fund to support federally administered community housing projects reaching the end of their operating agreements from past social and affordable housing programs. https://www.cmhc-schl.gc.ca/professionals/project-funding-and-mortgage-financing/funding-programs/all-funding-programs/federal-community-housing-initiative

Federal Housing Advocate: An independent, nonpartisan watchdog, empowered to drive meaningful action to address housing need and homelessness in Canada. https://housingrights.ca/federal-housing%20advocate/

Government of Ontario

Ontario Ministry of Municipal Affairs and Housing: Working with local governments and partners across Ontario to build safe and strong urban and rural communities with dynamic local economies, a high quality of life and affordable and suitable homes for everyone. https://www.ontario.ca/page/ministry-municipal-affairs-housing

City of Ottawa

Planning and Housing Committee: Make recommendations to Council on housing policies in accordance with the City's Official Plan, the 10-Year Housing and Homelessness Plan and related strategies. https://ottawa.ca/en/city-hall/council-committees-and-boards/committees-and-boards/standing-committees-commissions-sub-committees-and-other/planning-and-housing-committee#section-bf127316-6337-497b-ab29-03caf8da3594

Independent Organizations

Advocacy Centre for Tenants Ontario: The Advocacy Centre for Tenants Ontario (ACTO) is a specialty community legal clinic with a provincial mandate to advance and protect the interests of low-income tenants. They specialize in housing issues related to tenants in Ontario. Together with community partners, ACTO organized the Right to Housing Coalition that includes people from a variety of backgrounds and expertise. The Coalition includes those with lived experience of homelessness, those inadequately housed, community organizations, advocacy groups, and academics. https://www.acto.ca/get-involved/right-to-housing/

Canadian Centre for Housing Rights: Works with partners and communities across Canada to advocate for the implementation of rights-based housing policies to ensure everyone has an adequate, accessible and affordable place to call home. https://housingrightscanada.com/our-work/policy-advocacy/

Council on Aging of Ottawa - Age-Friendly Housing Committee: Explores and advocates on appropriate, affordable, accessible and available housing on the continuum from independent living to long-term care for older people in the Ottawa region. https://coaottawa.ca/age-friendly-committees/housing

Let's Make Housing Affordable: A non-profit organization dedicated to making housing affordable in Ottawa. Their goal is to bring awareness to housing issues, influence politicians and policy makers, and to fix the housing crisis. https://makehousingaffordable.ca

National Right to Housing Network: A broad-based, grassroots civil society network established to fully realize the right to adequate housing in Canada. They have two goals: 1: To advise and strengthen Canada's infrastructure for the implementation and growth of Canada's commitment to housing as a fundamental human right, and 2: To build a community-based movement and culture that supports the meaningful implementation of the right to housing. https://housingrights.ca/about-us

Ontario Non-Profit Housing Association: Their vision is to see every Ontarian in a home where they can thrive. For over 30 years, ONPHA has been Ontario's leading voice advocating for community housing. Their efforts have played a key role in securing over $23+ billion in recent funding for affordable and deeply affordable housing, helping to meet the urgent need for stable homes across the province. https://onpha.on.ca/community-housing-advocacy

Ottawa Senior Pride Network - Housing Committee: Explores the issue of affordable, LGBTQ+-friendly housing in the Ottawa Capital region. The Committee's mandate is to explore all possibilities of housing available, or that might become available, for LGBTQ+ seniors, including living in place (seniors assisted in their homes), for-profit seniors' housing, charitable nonprofit housing (existing or new builds); cooperative housing; and ownership (e.g., condominium or life lease). https://ospn-rfao.ca/advocacy

APPENDIX 13

Building Social Connections: A Note for Builders



Happy Cities and Hey Neighbour Collective has developed the Building Social Connections - Toolbox of design actions to nurture wellbeing in multi-unit housing - Age-friendly edition (2025), which is targeted toward anyone interested in, or working in, housing, community planning, and development, with a focus on designing homes that meet the needs of older adults and support residents to age in the right place. The actions are intended for planners and planning consultants, architects and designers, market and non-market housing developers and operators, all levels of government involved in housing and individual residents and community groups or advocates. https://happycities.com/s/Age-friendly-building-social-connections-toolkit-020625.pdf

Aging in the right place means living in a home that supports all aspects of well-being as people grow older, including social connections, sense of belonging, safety and comfort, physical and mental health, cultural practices, and more. Importantly, people need affordable housing choices.

Without affordable, secure tenure in a home that meets one's needs, it is difficult to fulfill all aspects of a person's well-being. Age-friendly design must accommodate changes in physical or cognitive abilities. But it also must address more holistic well-being needs.

Age-friendly homes offer environments where people can thrive, maintain community connections, and feel a sense of belonging and fulfillment, regardless of age, ability, or other life experiences. In this way, age-friendly design can improve wellbeing and social support for people of all ages—and help foster intergenerational relationships.

The Council on Aging of Ottawa | Le Conseil sur le vieillissement d'Ottawa

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