



## Age-Friendly Community Action Plan 2015-2016

1. OUTDOOR SPACES AND CITY BUILDINGS	RESPONSIBILITY	TIMELINE	PROGRESS MEASURE (INDICATOR)
1.1 Conduct 3 pedestrian safety audits in 3 different neighbourhoods	Ottawa Seniors Transportation Committee/Council on Aging of Ottawa (OSTC/COA) with Ecology Ottawa	2015-2016	<ul style="list-style-type: none"> <li>• No. of audits completed</li> <li>• Final audit report (with data analysis) completed</li> </ul>
2. TRANSPORTATION	RESPONSIBILITY	TIMELINE	PROGRESS MEASURE (INDICATOR)
2.1 Carry out transportation information events in 3 rural Ottawa areas (east, west, south) & collect information for a needs assessment survey	OSTC/COA with OC Transpo, Ottawa Public Health, Rural CSS agencies	2015-2016	<ul style="list-style-type: none"> <li>• No. of events carried out</li> <li>• Evaluation feedback on the event from event participants (How well did we do? Is anyone better off?)</li> <li>• Findings of needs assessment compiled in a report &amp; shared</li> </ul>
2.2 Develop a document for older drivers on driving safely for as long as possible and being ready for/transitioning to “driving retirement”.	OSTC/COA with Safer Roads Ottawa	2015-2016	<ul style="list-style-type: none"> <li>• Document produced &amp; made widely available</li> <li>• Document available in CHOICES folder</li> <li>• No. of information events featuring the document</li> <li>• Document posted on COA and other websites</li> </ul>



2.3 Collaborate to build capacity of transportation service for seniors eg drives to medical appointments	The Glebe Centre-Abbotsford House & other Ottawa Community Support Coalition agencies	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>Number of trips</li> </ul>
<b>3. HOUSING</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>PROGRESS MEASURE (INDICATOR)</b>
3.1 Development and roll-out of a <i>Seniors Safety Audit</i> focusing on structural elements of a community in Ottawa Community Housing's seniors' buildings eg benches, lighting, quality of pavement and accessibility features	Ottawa Community Housing	2016-	<ul style="list-style-type: none"> <li>Seniors Safety Audits completed for OCH seniors' buildings and plans developed to implement the recommendations over time</li> </ul>
<b>4. COMMUNICATION AND INFORMATION</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>PROGRESS MEASURE (INDICATOR)</b>
4.1 Continue to offer Lunch 'n Learn events, with a focus on selecting topics that reflect one or more of the 8 dimensions of the AFO community framework	COA/Education and Events Committee & Francophone Affairs Committee	2015-2016	<ul style="list-style-type: none"> <li># topics linked to AFO community framework</li> <li># participants per event</li> </ul>
4.2 In collaboration with City of Ottawa, develop and share a joint Age-Friendly Evaluation Framework  Note: Data analysis and compilation will be supported by an evaluation/data analyst to be recruited with funding support received from the Age Friendly Community Planning Grant (Grants Ontario).	COA/AFO Steering Committee and AFO Evaluation Working Group  *Supported by AFO Program Director & City of Ottawa Older Adult Plan Staff Lead	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>Identification of core age-friendly indicators</li> <li>Analysis of existing data sets</li> <li>Data collection</li> <li>Sharing of joint evaluation framework with key stakeholders</li> </ul>
4.3 Conduct community consultations on the development of an AFO Community Report Card & develop the report card	COA/AFO SC, with support from AFO Program Director	2015-2016	<ul style="list-style-type: none"> <li>At least 3 consultations held</li> <li>Report card launched Sep 2016</li> </ul>



5. SOCIAL, RECREATIONAL, AND CULTURAL PARTICIPATION	RESPONSIBILITY	TIMELINE	PROGRESS MEASURE (INDICATOR)
5.1 Present Continuing Education Courses for seniors in partnership with University of Ottawa and Carleton University	COA/Education and Events Committee and Francophone Affairs Committee	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>• Number of events</li> <li>• Number of participants per event</li> </ul>
5.2 Carry out inter-faith Spirituality Conference	COA/Education and Events Committee	2015-2016 (June)	<ul style="list-style-type: none"> <li>• Number of events</li> <li>• Number of participants</li> </ul>
5.3 Implement <i>Minds in Motion</i> program.	Alzheimer's Society of Ottawa and Renfrew County	2015-2016	<ul style="list-style-type: none"> <li>• Number of events</li> <li>• Number of sites</li> <li>• Number of participants</li> </ul>
5.4 Implement <b><i>Olde Forge Seniors' Recreation Program</i></b> which is a barrier-free initiative which offers a variety of stimulating programs that include fitness classes, social opportunities, outings, workshops, luncheons and special interest clubs.	Olde Forge Community Resource Centre		<ul style="list-style-type: none"> <li>• Number of senior participants</li> <li>• Level of client satisfaction with the program/service</li> <li>• Number of workshop attendees</li> <li>• Number of active senior volunteers</li> <li>• Percentage of clients accessing Community Support Services</li> </ul>
5.5 Support and promote Jewish Family Services Diverse Seniors Services program, which offers programs and services to ethno-cultural minorities. Programs include social, physical, and cultural activities, transportation, volunteer coordination, and information and referral.	Jewish Family Services of Ottawa	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>• Level of client satisfaction with the program/service</li> <li>• Number of active senior volunteers</li> <li>• Percentage of clients accessing Community Support Services</li> </ul>



			<ul style="list-style-type: none"> <li>• Number of clients participating in programs</li> </ul>
5.6 Implement “Caring Community” initiative to address the problem of bullying at seniors apartment buildings	Carlington Community Health Centre & Ottawa Community Housing	2015-2016	<ul style="list-style-type: none"> <li>• Increase in self-reported sense of safety</li> <li>• Decrease in bullying behaviours reported</li> </ul>
5.7 Offer social dining opportunities	The Glebe Centre & other Ottawa Community Support Coalition agencies	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>• Number of senior participants</li> </ul>
5.8 Offer social, recreational and health programs	The Glebe Centre-Abbotsford House	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>• Number of senior participants</li> </ul>
5.9 Offer Adult Day programs to seniors at risk of social isolation & those with dementia	The Glebe Centre-Abbotsford & other Ottawa Community Support agencies	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>• Number of participants</li> <li>• Number of attendance days</li> </ul>
<b>6. CIVIC PARTICIPATION &amp; VOLUNTEERING</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>PROGRESS MEASURE (INDICATOR)</b>
6.1 Develop an outreach strategy to increase COA membership AND increase the number of seniors engaged in COA Committee work	COA/Committee Chairs	2015-2016	<ul style="list-style-type: none"> <li>• Invitation poster developed</li> <li>• Distribution of invitation poster</li> <li>• Number of new COA members</li> <li>• Number of new seniors joining COA committees</li> </ul>



7. COMMUNITY SUPPORT AND HEALTH SERVICES	RESPONSIBILITY	TIMELINE	PROGRESS MEASURE (INDICATOR)
7.1 Implement Phase Two of the “Take Charge of Your Health” health literacy pilot project with Francophone partners; planned roll-out in multiple venues & additional training of facilitators	COA/Francophone Affairs Committee	2015-2016	<ul style="list-style-type: none"> <li>• Partners identified</li> <li>• Venues identified</li> <li>• Number of facilitators recruited</li> <li>• Number of facilitators trained</li> <li>• Number of participants registered</li> </ul>
7.2 Implement home help directory, including referral programs for housekeeping, home maintenance, respite care & snow removal, using a model adopted by the majority of Community Support Service (CSS) agencies who are members of the Ottawa Community Support Coalition (OCSC).	South-East Ottawa Community Health Centre & other Ottawa Community Support Coalition agencies	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>• Number of referrals made</li> </ul>
7.3 Support and promote <b>Jewish Family Services Diverse Seniors Services program</b> , which offers programs and services to ethno cultural minorities. Programs include social, physical, and cultural activities, transportation, volunteer coordination, and information and referral.	Jewish Family Services of Ottawa	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>• Level of client satisfaction with the program/service</li> <li>• Number of active senior volunteers</li> <li>• Percentage of clients accessing Community Support Services</li> <li>• Number of clients participating in programs</li> </ul>
7.4 Implement service arrangement for seniors to access reliable workers	The Glebe Centre-Abbotsford & other Ottawa Community Support Coalition agencies	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>• Number of incidents reported (?)</li> </ul>



7.5 Implement Friendly Visiting to those seniors at risk of social isolation	The Glebe Centre-Abbotsford & other Ottawa Community Support Coalition agencies	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>Number of volunteer hours</li> </ul>
7.6 Implement <b>Seniors' Outreach Program</b> to help Chinese-speaking seniors attend medical appointments & organize Chinese-speaking volunteers to assist in clinic and hospital settings	Somerset West Community Health Centre / Yet Keen Seniors' Day Centre	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>Number of seniors assisted</li> <li>Level of satisfaction expressed by seniors (those served and volunteers)</li> <li></li> </ul>
7.7 Work with Ottawa Community Support Coalition agencies to understand and explore gaps and strengths in services, especially those related to improving inclusiveness and accessibility (* based on item 3.1 from OCSC Work Plan 2015-2018)	Ottawa Community Support Coalition	2015-2016	<ul style="list-style-type: none"> <li>Efforts documented</li> </ul>
<b>8. RESPECT AND SOCIAL INCLUSION</b>	<b>Responsibility</b>	<b>TIMELINE</b>	<b>PROGRESS MEASURE (INDICATOR)</b>
8.1 Continue implementation of "Building an Age-Friendly Business Community" project, engaging seniors in recognizing, acknowledging and highlighting exemplary age-friendly business practices and promoting age-friendly business practices with local businesses	COA/AFO Steering Committee & AFO Business Engagement Working Group	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>Number of AF checklists received from seniors</li> <li>Number of businesses recognized as age friendly (certificates presented)</li> <li>Number of presentations to seniors</li> <li>Number of presentations to businesses or business associations</li> </ul>



<p>8.2 Implement the <b><i>new collaborative multi-agency project to reduce social isolation among seniors</i></b> (*pending funding approval from New Horizons for Seniors Program fall 2015). Partners include: Causeway; Ottawa West Community Support; Nepean, Rideau and Osgoode Community Resource Centre; SEOHC; Catholic Centre for Immigrants; Ottawa Ethno-Cultural Coalition via Social Planning Council; Centre de services Guigues; WOCRC</p>	<p>COA, in partnership with 8 community organizations</p>	<p>2015-2016</p>	<ul style="list-style-type: none"> <li>• Multiple performance measures for each community organization</li> </ul>
<p>8.3 Support the establishment of an Elder Law Clinic at University of Ottawa</p>	<p>COA/Champlain Elder Abuse Response Coalition (CEARC); Ottawa Elder Abuse Response Committee (OEARC); NROCRC (EARRS), University of Ottawa</p>	<p>2015-2016</p>	<ul style="list-style-type: none"> <li>• Establishment of an Elder Law Clinic as a pilot project</li> </ul>
<p>8.4 Implement <b><i>Seniors' Centre Without Walls</i></b>: a three-year pilot project to support seniors and adults with physical disabilities who are unable to attend a regular community centre because of health, mobility, transportation and/or financial constraints. Using a free teleconference program, clients can have access to health &amp; wellness information, educational seminars/lectures, brain stimulating and fun activities all from the comfort of their own home.</p>	<p>The Good Companions Seniors' Centre</p>	<p>2015-2016</p>	<ul style="list-style-type: none"> <li>• Number of clients registered</li> <li>• Level of client satisfaction with the program/service</li> </ul>



8.5 Implement the intergenerational mentorship program <b><i>The Wisdom of Seniors and the Energy of Youth</i></b> to combat ageism and stereotyping amongst generations	HelpAge Canada (local chapter)	2015-2016 (ongoing)	<ul style="list-style-type: none"> <li>• Number of seniors</li> <li>• Number of children/youth</li> <li>• Number of mentoring programs</li> <li>• Number of topics</li> <li>• Participant satisfaction survey</li> </ul>
8.6 Implement the “ <b>Seen your Citizen?</b> ” touring program.	Help Age Canada (local chapter)	2015-2016	<ul style="list-style-type: none"> <li>• Number of shows</li> <li>• Number of participants</li> </ul>
8.7 Implement the <b><i>Dementia Friendly Program.</i></b>	Alzheimer’s Society of Ottawa and Renfrew County	2015-2016	<ul style="list-style-type: none"> <li>• Number of partner organizations</li> <li>• Number of presentations to businesses</li> </ul>
8.8 Implement <b><i>Opening Doors (Elder Circle)</i></b> project designed to combat social isolation among seniors.	COA, in partnership with Ottawa Community Housing	2014-2016 (ongoing)	<ul style="list-style-type: none"> <li>• Number of senior participants</li> <li>• Level of participant satisfaction</li> </ul>
8.9 Implement Neighbours Helping Neighbours program	Victorian Order of Nurses (VON, National)	2015-2016	<ul style="list-style-type: none"> <li>• Number of training sessions offered</li> <li>• Number of volunteer trainers</li> </ul>