

## Ottawa Age-Friendly Action Plan – 2012-2014

1.	OUTDOOR SPACES AND CITY BUILDINGS	RESPONSIBILITY	TIMELINE	PROGRESS MEASURE (INDICATOR)
1.1	Install additional accessible features in City facilities	City of Ottawa	2012 and beyond	<ul style="list-style-type: none"> <li>• # of additional automatic door openers.</li> <li>• # of additional grab bars.</li> <li>• Other retrofit work documented.</li> </ul>
1.2	Publish accessibility ratings for public City facilities	City of Ottawa	2014	<ul style="list-style-type: none"> <li>• Accessibility ratings for City buildings published on City web site.</li> </ul>
1.3	Update and implement the City's accessibility guidelines in the construction of new City facilities	City of Ottawa	2013	<ul style="list-style-type: none"> <li>• Adoption of City of Ottawa Accessibility Design Standards document by City Council.</li> </ul>
1.4	Promote the City's accessibility design guidelines with community stakeholders to encourage the application of age-friendly principles in the community	City of Ottawa	2013-2014	<ul style="list-style-type: none"> <li>• Outreach activities documented.</li> </ul>
1.5	Install additional benches in City parks, on roads, and pathways	City of Ottawa	2013 and beyond	<ul style="list-style-type: none"> <li>• # of additional benches installed.</li> </ul>
1.6	Install additional pedestrian signal technology to existing signalized intersections and develop a communications campaign on pedestrian intersection safety	City of Ottawa	2013 and beyond	<ul style="list-style-type: none"> <li>• # of additional signal improvements installed.</li> <li>• Outreach activities documented.</li> <li>• Awareness materials developed.</li> </ul>
1.7	Implement measures such as pedestrian islands and roadway narrowings at selected intersections and mid-block crossings on selected roadways, where appropriate	City of Ottawa	2013 and beyond	<ul style="list-style-type: none"> <li>• Pedestrian Safety Evaluation Program is a permanent program.</li> </ul>
1.8	Include walkability assessments in the prioritization of sidewalk maintenance	City of Ottawa	2013 and beyond	<ul style="list-style-type: none"> <li>• Process established to include older adult lens in prioritization of maintenance work.</li> </ul>

1.9	Increase the number of Yellow Grit Boxes along sidewalks	City of Ottawa	2012 and beyond	<ul style="list-style-type: none"> <li># of additional grit boxes.</li> </ul>
1.10	Develop an Age Friendly Parks, Pathways and Public Spaces Checklist	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Age Friendly Parks, Pathways and Public Spaces Checklist developed and in use.</li> </ul>
1.11	Review the Official Plan to ensure it supports the land use needs of older adults	City of Ottawa	2013-2014	<ul style="list-style-type: none"> <li>An Official Plan which promotes the development of complete communities.</li> </ul>
1.12	In partnership with the Seniors Health Promotion Coalition, report on findings of <i>the Move it Outside Project</i> , a three year project that identified recommendations for creating age friendly parks that encourage older adults to be more physically active. <b>Age Friendly Park Checklist Tool is available for use:</b> <a href="http://www.centretownchc.org/media/82158/shpc_agefriendly_park_checklistfinal.pdf">http://www.centretownchc.org/media/82158/shpc_agefriendly_park_checklistfinal.pdf</a>	The Seniors Health Promotion Network	2011-2013 Reporting in 2014	<ul style="list-style-type: none"> <li>Project findings shared with seniors and other community stakeholders.</li> <li>Actions undertaken in this area tracked.</li> </ul>
<b>2.</b>	<b>TRANSPORTATION</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>PROGRESS MEASURE (INDICATOR)</b>
2.1	Make public transportation more affordable for older adults	City of Ottawa	2012	<ul style="list-style-type: none"> <li>Senior's cash fare as a percentage of regular adult cash fare.</li> <li>Senior's monthly pass fare as a percentage of regular adult pass fare.</li> <li>Senior's pay-per-ride fare as a percentage of regular pay-per-ride fare.</li> <li># of senior passes sold per month.</li> <li># of senior pay-per-ride fares collected per month.</li> </ul>

2.2	Review the benefits of increasing the transportation options available to older adults in rural areas	City of Ottawa	2013	<ul style="list-style-type: none"> <li>• # of passengers boarding Rural Shopper's Routes in rural areas.</li> <li>• # of one-way trips carried by community support agencies as a result of City funding.</li> </ul>
2.3	Develop age-friendly guidelines for the design and placement of bus stops and shelters	City of Ottawa	2013	<ul style="list-style-type: none"> <li>• Design guidelines completed and implemented.</li> </ul>
2.4	Review current procedures and coordination between departments responsible for snow removal around bus stops and shelters	City of Ottawa	2013	<ul style="list-style-type: none"> <li>• Operational review completed and changes implemented.</li> </ul>
2.5	Investigate technology that would inform Para Transpo clients of their vehicle's approximate arrival time	City of Ottawa	2013	<ul style="list-style-type: none"> <li>• Technology review completed.</li> </ul>
2.6	Review Para Transpo procedures to make advance booking easier	City of Ottawa	2013	<ul style="list-style-type: none"> <li>• Procedural review completed.</li> </ul>
2.7	Review Para Transpo eligibility rules in context of industry best practices	City of Ottawa	2014	<ul style="list-style-type: none"> <li>• Eligibility criteria review completed, and new criteria and process developed for recommendation.</li> </ul>
2.8	Provide comprehensive information about travel options to older adults	City of Ottawa	2014	<ul style="list-style-type: none"> <li>• Travel options information package developed and available in print and online.</li> </ul>
2.9	Expand the Transit Travel Training Program for older adults	City of Ottawa	2013	<ul style="list-style-type: none"> <li>• % increase in older adults provided with Travel Training.</li> <li>• # of seniors' agencies added to the Travel Training program.</li> </ul>

2.10	Increase funding and promotion of the Taxi Coupon Program	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Funding increase approved by Transit Commission and Council.</li> </ul>
2.11	Develop cycling safety workshops for older adults and update the Ottawa Cycling Map	City of Ottawa	2013-2014	<ul style="list-style-type: none"> <li># of workshops conducted.</li> <li># of consultations with older adults.</li> <li>Updated Ottawa Cycling Map.</li> </ul>
2.12	Launch an awareness campaign to reduce sidewalk cycling and encourage safe sharing of pathways with pedestrians	City of Ottawa	2014	<ul style="list-style-type: none"> <li>Education / awareness materials developed.</li> <li># of pathway intervention / outreach activities.</li> </ul>
2.13	Review the implications of increasing numbers of mobility scooters and motorized wheelchairs on designated bikeways	City of Ottawa	2014	<ul style="list-style-type: none"> <li>Study results.</li> </ul>
2.14	Launch a safety awareness campaign for older drivers	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Awareness materials developed.</li> <li># of outreach activities.</li> </ul>
2.15	Provide information on current transportation choices available to Ottawa to multicultural seniors (Community Information Events)	Council on Aging / Ottawa Seniors Transportation Committee (in partnership with Settlement Agencies)	2013	<ul style="list-style-type: none"> <li># of participants in information events.</li> </ul>
2.16	Promote the expansion of the successful pilot at the Civic campus (Volunteer Drivers & Hospital Navigation)	Council on Aging / Ottawa Seniors Transportation Committee	2014	<ul style="list-style-type: none"> <li>Pilot program expanded to all hospital campuses.</li> <li>Efforts documented.</li> </ul>
2.17	Advocate for accessible and affordable Ottawa hospital parking with OSTC position paper and proposed practical solutions (Hospital Parking)	Council on Aging / Ottawa Seniors Transportation Committee	2014	<ul style="list-style-type: none"> <li>Information 'bookmark' printed and available at all hospital campuses.</li> </ul>

				<ul style="list-style-type: none"> <li>• Proximity parking improved.</li> <li>• Efforts documented.</li> </ul>
2.18	Advocate for the improvements needed for senior pedestrian safety (Pedestrian Safety)	Council on Aging / Ottawa Seniors Transportation Committee	2013	<ul style="list-style-type: none"> <li>• Develop walkability check list and conduct one-day walkability audit.</li> <li>• Efforts documented.</li> </ul>
2.19	Promote an affordable and compassionate transportation system for seniors and disabled persons living in rural Ottawa (Rural Transportation)	Council on Aging / Ottawa Seniors Transportation Committee	2013	<ul style="list-style-type: none"> <li>• Improved rural-to-rural transportation for seniors and disabled in wheel chairs.</li> <li>• Advocacy presentations to ARAC and Transit Commission.</li> <li>• Efforts documented.</li> </ul>
2.20	Identify the major issues important to the safety of senior drivers in Ottawa (Senior Driving)	Council on Aging / Ottawa Seniors Transportation Committee	2013	<ul style="list-style-type: none"> <li>• Collaboration and participation in "Shifting Gears" seminars for 100+ Ottawa seniors documented.</li> </ul>
2.21	Monitor accessibility and affordability of transit services for seniors (Ottawa Public Transit)	Council on Aging / Ottawa Seniors Transportation Committee	2013-2014	<ul style="list-style-type: none"> <li>• New brochure on rural transportation.</li> <li>• New para transpo application and changes to the booking system.</li> </ul>
<b>3.</b>	<b>HOUSING</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>PROGRESS MEASURE (INDICATOR)</b>
3.1	Organize a roundtable meeting to explore options to increase affordable housing choices for older adults	City of Ottawa	2014	<ul style="list-style-type: none"> <li>• Roundtable held.</li> <li>• Options documented.</li> </ul>
3.2	Conduct an assessment of housing needs within rural areas	City of Ottawa	2014	<ul style="list-style-type: none"> <li>• Assessment conducted.</li> </ul>

3.3	Explore the Ottawa Renovates Program as a potential support for home adaptations for the most vulnerable, low income, adults	City of Ottawa	2013-2014	<ul style="list-style-type: none"> <li>As per documentation.</li> </ul>
3.4	Identify repair needs at social housing buildings	City of Ottawa	2013-2014	<ul style="list-style-type: none"> <li>Activity conducted.</li> </ul>
3.5	Encourage and educate residential care operators to increase the number of accessible units for individuals with disabilities	City of Ottawa	2013 and beyond	<ul style="list-style-type: none"> <li>Efforts documented.</li> </ul>
3.6	Refine domiciliary hostel standards using an older adult lens	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Revised standards approved.</li> </ul>
3.7	Raise awareness within City-operated long-term care homes on the needs of lesbian, gay, bisexual and transgendered older adults	City of Ottawa	2012-2013	<ul style="list-style-type: none"> <li>Documentation of activities undertaken.</li> </ul>
3.8	Conduct a survey to identify the specific service needs of older adults who use emergency shelters	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Survey report.</li> </ul>
3.9	Participate in a one-day round table on affordable housing led by the City of Ottawa and including public and private housing providers (OAP)	Council on Aging	2014	<ul style="list-style-type: none"> <li>Attendance at conference and participation in next steps.</li> </ul>
3.10	Host a forum for seniors on affordable housing models	Council on Aging / Housing Committee	2013	<ul style="list-style-type: none"> <li># seniors attended and consulted.</li> <li>One or more models identified and feasibility for Ottawa explored.</li> </ul>
<b>4.</b>	<b>COMMUNICATION AND INFORMATION</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>PROGRESS MEASURE (INDICATOR)</b>
4.1	Develop innovative strategies to disseminate information about key municipal programs and services to older adults.	City of Ottawa	2013 and beyond	<ul style="list-style-type: none"> <li>Guide of City services and programs available in print and online.</li> <li># of “Meet Your Services” events.</li> </ul>

				<ul style="list-style-type: none"> <li>Email distribution list in operation.</li> <li>Promotional efforts to reach low income older adults documented.</li> </ul>
4.2	Pilot satellite Client Service Centres offering in-person and self-service access to information and services at new locations	City of Ottawa	2013	<ul style="list-style-type: none"> <li>One satellite Client Service Centre in operation.</li> <li>One satellite self-service counter in operation.</li> </ul>
4.3	Enhance knowledge tools used by 311 and Client Service Centre staff	City of Ottawa	2012 and beyond	<ul style="list-style-type: none"> <li>Knowledge tools revised.</li> <li># of trained staff.</li> </ul>
4.4	Develop a dedicated section on ottawa.ca to serve as a central source of information and services for older adults	City of Ottawa	2012 and beyond	<ul style="list-style-type: none"> <li>New older adult section (on City of Ottawa web site) live.</li> </ul>
4.5	Develop an awareness campaign about 311, 211, 911, and ottawa.ca targeted at older adults	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Awareness materials.</li> <li># of outreach events.</li> </ul>
4.6	Create corporate accessible print design guidelines	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Accessible Print Design Guidelines adopted.</li> </ul>
4.7	Include an older adults lens in the corporate communication plan template	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Communications Plan Template updated.</li> </ul>
4.8	Continue to offer Lunch n' Learns on priority topics identified by seniors <i>ex: 2-1-1 info services</i>	Council on Aging: <ul style="list-style-type: none"> <li>Education and Events Committee</li> <li>Comité Directeur des affaires francophones</li> </ul>	2013-2014	<ul style="list-style-type: none"> <li># of events linked to the AFO community framework.</li> <li># of participants.</li> </ul>
4.9	Develop a special edition Bulletin on Age-Friendly Ottawa and report key findings from the consultations with seniors and act as an example of print-friendly communication	Council on Aging: <ul style="list-style-type: none"> <li>Age-Friendly Ottawa</li> <li>COA Bulletin Team</li> </ul>	2013	<ul style="list-style-type: none"> <li>2,000 printed bulletin distributed.</li> <li>5,000 electronic copies emailed.</li> <li>bulletin survey responses.</li> </ul>

4.10	Participate in the <i>Aging in Ottawa</i> series (one-hour television programs for seniors on local Rogers Community Television designed to provide information on health and social services in Ottawa and how to access these services).	Bonnie Schroeder with Rogers Television	2013-2014	<ul style="list-style-type: none"> <li>• Successful production and airing of 20 shows.</li> <li>• One show on the Council on Aging and the Age-Friendly Ottawa Project.</li> </ul>
<b>5.</b>	<b>SOCIAL, RECREATIONAL, AND CULTURAL PARTICIPATION</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>PROGRESS MEASURE (INDICATOR)</b>
5.1	Develop and implement a Seniors Services Strategy at the Ottawa Public Library	City of Ottawa	2014	<ul style="list-style-type: none"> <li>• OPL Seniors Services Strategy.</li> </ul>
5.2	Review older adult programming, taking into consideration demographic data as well as facility utilization patterns.	City of Ottawa	2014	<ul style="list-style-type: none"> <li>• Inter-departmental working group established and functional.</li> <li>• Electronic inventory of older adult programming completed.</li> <li>• Inventory of City facilities completed.</li> <li>• Documentation of changes to program offerings.</li> </ul>
5.3	Develop or partner to offer inclusive programming for groups experiencing language, cultural, social, health, and other barriers	City of Ottawa	2014	<ul style="list-style-type: none"> <li>• # of pilot inclusive programming.</li> </ul>
5.4	Provide recreational and learning programming to older adults living in social housing buildings	City of Ottawa	2014	<ul style="list-style-type: none"> <li>• New programming present in # of social housing buildings.</li> </ul>
5.5	Develop and implement a computer literacy and internet safety curriculum for older adults and train others in the community to deliver the curriculum in community facilities	City of Ottawa	2012 and beyond	<ul style="list-style-type: none"> <li>• Curriculum developed.</li> <li>• # of training events.</li> <li>• Volunteer program in operation.</li> </ul>
5.6	Install public access computers at City-operated seniors' centres and selected community centres	City of Ottawa	2014	<ul style="list-style-type: none"> <li>• # of new public access computers installed and in operation.</li> </ul>



5.7	Promote specialized older adult fitness certification for Parks & Recreation's staff	City of Ottawa	2014	<ul style="list-style-type: none"> <li># of staff trained.</li> </ul>
5.8	Print a guide of social, recreational, and cultural programs targeted to older adults	City of Ottawa	2013 and beyond	<ul style="list-style-type: none"> <li>Guide printed and circulated.</li> </ul>
5.9	Harmonize administrative and operating practices across City-operated seniors centres	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Documentation changes made to operating practices.</li> </ul>
5.10	Review the impact of providing community groups with discounted or free access to City facilities	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Report released.</li> </ul>
5.11	Review the impact of continuing to provide age-based discounts for programs that have user fees and provide recommendations	City of Ottawa	2014	<ul style="list-style-type: none"> <li>Report released, including recommendations moving forward.</li> </ul>
5.12	Offer information sessions and events for francophone seniors in the West End	Council on Aging / Comité directeur des affaires francophones	2013-2014	<ul style="list-style-type: none"> <li>Number of events.</li> <li>Number of participants.</li> </ul>
5.13	Continue education courses for seniors in partnership with the University of Ottawa and Carleton University	Council on Aging : <ul style="list-style-type: none"> <li>Comité directeur des affaires francophones</li> <li>Education and Events Committee</li> </ul>	2013-2014	<ul style="list-style-type: none"> <li>Number of courses offered .</li> <li>Number of participants in each course.</li> <li>Participant evaluations.</li> </ul>
5.14	Organize an interfaith Spirituality Conference "Finding spirituality through community"	Council on Aging / Education and Events Committee	2013	<ul style="list-style-type: none"> <li>Number of partners ( faith community).</li> <li>Number of participants (seniors).</li> </ul>
<b>6.</b>	<b>CIVIC PARTICIPATION &amp; VOLUNTEERING</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>PROGRESS MEASURE (INDICATOR)</b>
6.1	Develop innovative strategies to encourage older adults to volunteer at the City of Ottawa	City of Ottawa	2013 and beyond	<ul style="list-style-type: none"> <li>Information about volunteering opportunities posted on older adult section of Ottawa.ca.</li> <li># of email communications/year with existing older volunteers.</li> </ul>

				<ul style="list-style-type: none"> <li># of outreach events.</li> </ul>
6.2	Promote volunteering with retiring City of Ottawa employees	City of Ottawa	2012	<ul style="list-style-type: none"> <li>Promotion included in Learning Centre hand-out.</li> </ul>
6.3	Ensure that City of Ottawa older adult volunteers are provided with incentives and recognition for their volunteer efforts	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Incentive program implemented within Parks, Recreation, and Cultural Services.</li> </ul>
6.4	Develop new volunteer opportunities that meet the specific interests of older adults	City of Ottawa	2013-2014	<ul style="list-style-type: none"> <li>Survey conducted.</li> <li># of new volunteering opportunities created.</li> </ul>
6.5	Ensure that the City's Public Participation Policy and guidelines specifically address the engagement needs of older adults	City of Ottawa	2012-2013	<ul style="list-style-type: none"> <li>Public Participation Policy adopted (with specific mention of older adults).</li> </ul>
6.6	Increase the number of seniors engaged on Council on Aging Committees	Council on Aging	On-going	<ul style="list-style-type: none"> <li>More seniors sitting on various committees, a greater diversity in representation (seniors representing different minority groups, rural seniors etc.).</li> </ul>
<b>7.</b>	<b>COMMUNITY SUPPORT AND HEALTH SERVICES</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>PROGRESS MEASURE (INDICATOR)</b>
7.1	Enhance and increase promotion of the Snow Go and Snow Go Assist programs	City of Ottawa	2013	<ul style="list-style-type: none"> <li># clients served.</li> </ul>
7.2	Launch a campaign to recognize community members who assist their older neighbours with snow clearing	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Awareness materials developed.</li> </ul>
7.3	Enhance health promotion and education activities and initiatives	City of Ottawa	2012 and beyond	<ul style="list-style-type: none"> <li>4 additional community locations for regular OPH programming with at least one in the west end.</li> </ul>

				<ul style="list-style-type: none"> <li>• 2 additional Aging in Place building.</li> <li>• Systematic outreach to non-formal groups such as church groups, clubs and community agencies.</li> </ul>
7.4	Implement a CPR training program specifically designed for older adults	City of Ottawa	2012 and beyond	<ul style="list-style-type: none"> <li>• Curriculum developed.</li> <li>• # of train-the-trainer events.</li> </ul>
7.5	Reinforce information, education, and support services for family and friend caregivers	City of Ottawa	2012 and beyond	<ul style="list-style-type: none"> <li>• Caregiver forum held.</li> <li>• # of participants in interactive education sessions.</li> <li>• # of participants in e-learning.</li> <li>• # of caregiver resource guides distributed.</li> <li>• # of caregivers supported by telephone/e-mail.</li> </ul>
7.6	Provide dental screening and education to older adults living on low incomes	City of Ottawa	2012 and beyond	<ul style="list-style-type: none"> <li>• # of low-income older adults screened by dental hygienist.</li> <li>• # of older adults who participate in dental education sessions.</li> </ul>
7.7	Train key individuals in the community to identify older adults who appear to be isolated and refer them to appropriate services	City of Ottawa	2012 and beyond	<ul style="list-style-type: none"> <li>• # of gatekeeper training sessions.</li> <li>• # of gatekeepers trained.</li> <li>• # of older adults referred.</li> </ul>
7.8	Develop a safety and well-being screening checklist for use by City staff who conduct home visits with older adults	City of Ottawa	2013	<ul style="list-style-type: none"> <li>• Screening tool developed.</li> <li>• # of staff trained to use tool.</li> </ul>
7.9	Establish a paramedic program of regular home visits for check-up and support purposes	City of Ottawa	2013 and beyond	<ul style="list-style-type: none"> <li>• Program developed and operational.</li> </ul>

7.10	Simplify City procedures to access subsidized or financial assistance programs	City of Ottawa	2013	<ul style="list-style-type: none"> <li>• One standardized financial needs test implemented across City programs.</li> <li>• Procedures changed so that eligibility test is done once.</li> </ul>
7.11	Support vulnerable low income older adults with health and social supports	City of Ottawa	2012 and beyond	<ul style="list-style-type: none"> <li>• Funding allocated.</li> </ul>
7.12	Develop a Position Paper on Health Literacy: Recommendations to help seniors become more empowered by becoming more health literate « Take Charge of your Health » (COA project proposal to New Horizons for seniors). Develop an evidence-based health literacy / knowledge transfer framework that could engage seniors in planning for their own health needs.	Council on Aging: Health Issues Committee  <i>Project Proposal submitted to NH in July 2013 and answer expected in the Fall</i>	2014	<ul style="list-style-type: none"> <li>• Position paper published and distributed broadly to Ottawa seniors.</li> </ul>
7.13	Develop a 3-month pilot project on Elder Abuse: The Champlain Elder Abuse Response Coalition in partnership with the Community Information Centre (2-1-1) are collaborating to track data on elder abuse calls.	Council on Aging: Champlain Elder Abuse Response Coalition	3013	<ul style="list-style-type: none"> <li>• Statistical Report from '211' to the Champlain Elder Abuse Response Coalition produced.</li> </ul>
<b>8.</b>	<b>RESPECT AND SOCIAL INCLUSION</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>PROGRESS MEASURE (INDICATOR)</b>
8.1	Sensitize and educate City personnel about older adult issues	City of Ottawa	2013 and beyond	<ul style="list-style-type: none"> <li>• # of staff trained.</li> <li>• Older Adult Awareness Day held.</li> <li>• Tools developed.</li> </ul>
8.2	Review and harmonize older adult terminology across the corporation	City of Ottawa	2013	<ul style="list-style-type: none"> <li>• Terminology adopted across departments.</li> </ul>
8.3	Regularly monitor the satisfaction of older adults with City programs and services	City of Ottawa	2013-2014	<ul style="list-style-type: none"> <li>• Corporate survey of client satisfaction implemented (with findings analyzed by age groups).</li> </ul>

8.4	Monitor and circulate information about demographic changes and other emerging trends to internal and community stakeholders	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Revised demographic report produced and circulated.</li> </ul>
8.5	Provide regular updates about the Older Adult Plan and opportunities for continued contributions by older adults	City of Ottawa	2013 and beyond	<ul style="list-style-type: none"> <li>Seniors Roundtable established.</li> <li>Older Adult Plan progress report released.</li> </ul>
8.6	Create a staff working group to coordinate the implementation of the Older Adult Plan and monitor emerging trends and issues	City of Ottawa	2013	<ul style="list-style-type: none"> <li>Staff working group created with revised terms of reference and representation from Accessibility Office.</li> </ul>
8.7	Pursue the World Health Organization's age-friendly designation, in collaboration with Age Friendly Ottawa	City of Ottawa	2012 and beyond	<ul style="list-style-type: none"> <li>Designation requirements met.</li> </ul>
8.8	Develop and implement an Age-Friendly Ottawa <i>Building an Age-Friendly Business Community Project</i> to: (1) engage seniors in recognizing, acknowledging and highlighting exemplary age-friendly business practices in Ottawa and (2) recognize businesses for their age-friendly features.	Council on Aging: Age-Friendly Ottawa	2013	<ul style="list-style-type: none"> <li>100 seniors involved in assessments.</li> <li>10 presentations to seniors.</li> <li>10 presentations to businesses.</li> <li>25 businesses recognized and certificates issued.</li> </ul>
8.9	Engage community organizations to take on other Age Friendly actions from the plan <i>"Towards an Age-Friendly Ottawa: A community framework"</i>	Council on Aging: Age-Friendly Ottawa	2013-2014	<ul style="list-style-type: none"> <li>One(1) or two(2) additional community organizations agree to take responsibility for action from the AFO Community Framework.</li> </ul>
8.10	Combat ageism and stereotyping amongst generations through an Intergenerational mentorship program: <i>The Wisdom of Seniors and the Energy of Youth</i>	HelpAge Canada – local chapter	2013 – 2014	<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>



8.11	Engage seniors with a focus on normalizing the aging process through the performance group: <i>SENIOR'S SPECT- ACT- ULAR</i> .	HelpAge Canada – local chapter	2013-2014	<ul style="list-style-type: none"> <li>• Theatre troop numbers and genders.</li> <li>• Number of performances.</li> <li>• Diversity of performance sites.</li> <li>• Verbal feedback from performers and audiences.</li> </ul>
8.12	Train seniors to offer the <i>Neighbours Helping Neighbours</i> outreach program in their own communities	Victorian Order of Nurses (National)	2013- June March 2014	<ul style="list-style-type: none"> <li>• # of training sessions offered in English and French.</li> <li>• # of volunteer trainers.</li> <li>• # initiatives started in the community by volunteer trainers.</li> </ul>