



AGE FRIENDLY CITY SERVICES ACTION PLAN

June 2015

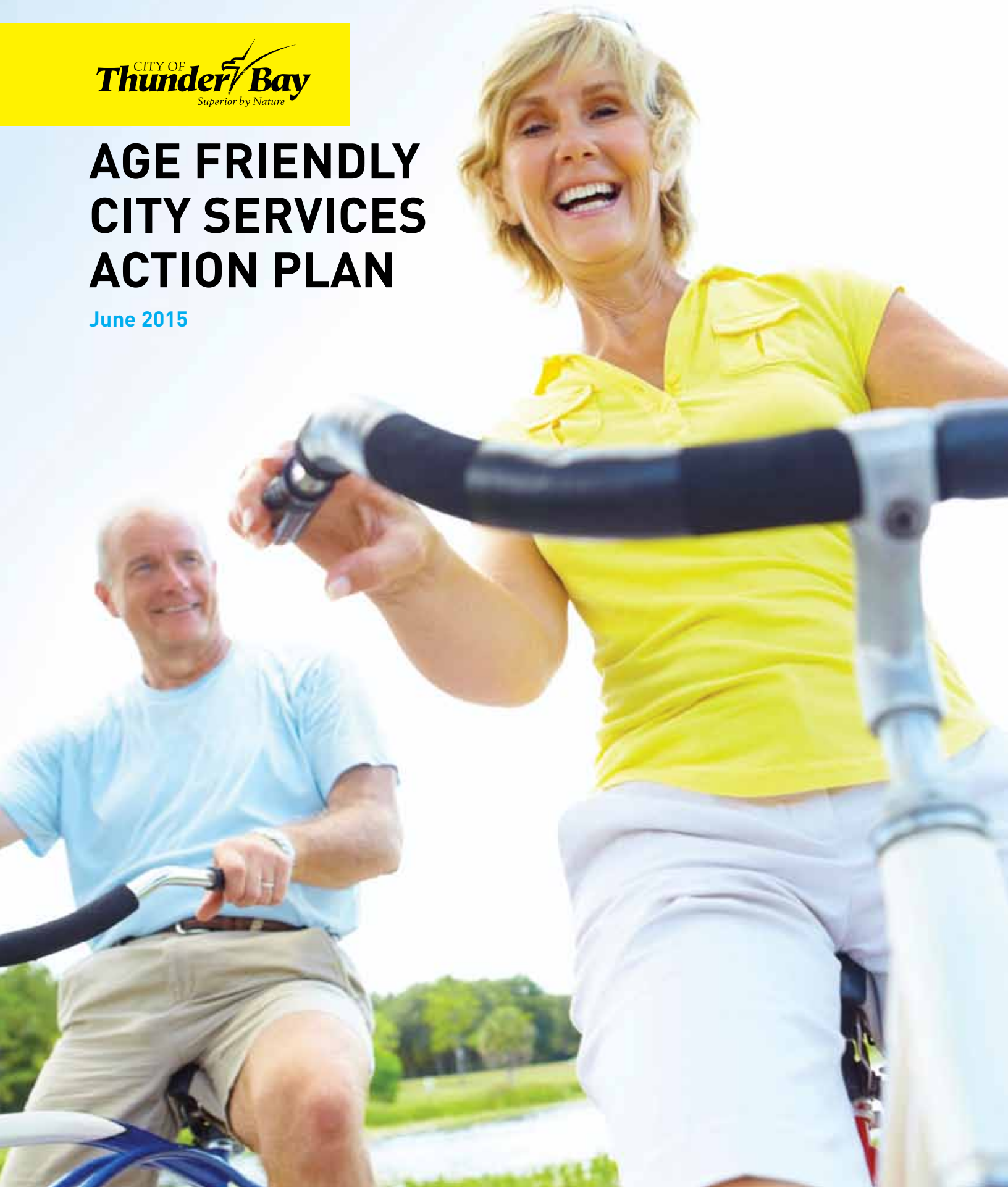


TABLE OF CONTENTS

EXECUTIVE SUMMARY 1

INTRODUCTION 4

**INTERNAL AUDIT OF THE CITY OF THUNDER BAY’S
ESSENTIAL FEATURES OF AGE FRIENDLY CITIES 8**

1.0 Outdoor Spaces and City Buildings 8

2.0 Transportation 10

3.0 Housing 12

4.0 Social Participation and Recreation 13

5.0 Respect and Social Inclusion 15

6.0 Civic Participation, Volunteering and Employment 16

7.0 Communication and Information 18

8.0 Community and Health Services 20

NEXT STEPS 21

APPENDICES

- ONE: AGE FRIENDLY CITY SERVICES ACTION PLAN
- TWO: RESOURCES
- THREE: INTERVIEWEES

EXECUTIVE SUMMARY

As the baby boom population ages, it is pertinent that the City of Thunder Bay continue to provide all residents with an enhanced quality of life. Older adults want to live independently, socialize with family and friends, participate in community events and activities and contribute to the community. It is projected that older adults, 60 years and over, will make up 33 per cent of the District of Thunder Bay population in 2036. These adults will have varying income levels, languages, cultural identity, disabilities, and interests.

In November 2011, the City of Thunder Bay was accepted as a member of the WHO Global Network of Age Friendly Cities and Communities. In order to maintain its membership in the WHO Global Network of Age Friendly Cities, the City of Thunder Bay requires an Age Friendly Action Plan. This Report incorporates not only a five-year Age Friendly City Services Action Plan but also a summary of an Internal Age Friendly Audit of Municipal Service, Programs and Facilities which was completed prior to the development of the Action Plan.

INTERNAL AGE FRIENDLY AUDIT

The Internal Age Friendly Audit of the essential features of an age friendly city was an evaluation of the ability of municipal services, programs and facilities to meet the diverse needs of and provide varied opportunities for older adults. Overall, it was found that while many issues need to be addressed, the City of Thunder Bay management team had a strong understanding of the concerns and needs of older adults and was already addressing or had plans in place to address a number of these concerns.

AGE FRIENDLY ACTION PLAN

In response to the barriers identified in the internal audit, a five-year Age Friendly Action Plan was developed to address the needs of older adults, and to provide opportunities for older adults to live in a safe environment and to participate in activities of their choice, whether recreational, social and/or intergenerational.

This Action Plan is related to actions that are the City's responsibility and does not address community-wide actions that may also need to be taken to achieve a fully Age Friendly community. The Age Friendly Steering Committee, which includes the City, proposed to develop a community-wide plan and is seeking related funding.

HIGHLIGHTS

Highlights of the findings and resulting actions are as follows:

Outdoor Spaces and Buildings	In recently developed outdoor spaces and community buildings, there is an emphasis on ensuring that the spaces are age friendly. There is a long-term plan in place to revitalize the outdoor spaces and renovate the City buildings to ensure that they are updated in a manner which provides opportunities for older adults to participate and remain safe.
Transportation	The City has made a number of significant improvements in the accessibility of transportation through the development of its Transit Master Plan. However, there are many other opportunities to provide to older adults by making transit more accessible, affordable, and convenient.
Housing	Affordable and supportive housing for older adults is a significant issue in the City of Thunder Bay. While the City is not directly responsible for housing, it has changed zoning and will continue to consider other planning requirements in order to allow for sufficient housing to be developed. Recognizing housing as key to sustaining older adult's quality of life, the City will support DSSSAB in its planning.
Social Participation and Recreation	The City of Thunder Bay offers a variety of social and recreational programs for older adults through its community centres. Over the short- and mid-term, the City will increase awareness of the services available, and increase the opportunities for all older adults, regardless of age, health or income level. Older adults will be involved in the review and development of these programs.
Respect and Social Inclusion	The majority of older adults feel respected by City representatives and the community overall. However, the City will continue to provide opportunities for older adults to feel that their opinions and voices are being heard by Council and Administration.
Civic Participation, Volunteering and Employment	Older adults believe that there are sufficient volunteer opportunities. The City will continue to develop systems whereby it can connect older adults to more meaningful volunteer experiences. Further, it will continue to develop its Human Resource policies and procedures, and to better communicate the availability of employment for older adults.
Communication and Information	Although ahead of the Accessibility for Ontarians with Disabilities Act standards timeline in regards to communication and information, the City will continue to improve its communications and personal contact with older adults.
Community and Health Services	Health services are not the direct responsibility of the City. The community-wide Action Plan will better address the provision of meeting older adults' health care needs.



The Thunder Bay Age Friendly Action Plan is a living document. City administration will review this Action Plan every four years beyond 2018. This will allow City administration to monitor the action plan and reconsider actions where challenges may have arisen, develop new priorities, or adjust to developing needs of older adults.

ACKNOWLEDGEMENTS

For more than 20 years, Lakehead University has been contributing to the advancement of health and wellness of older adults. From 2006 to 2010, the Centre for Education and Research on Aging and Health (CERAH) undertook a major research study to identify the strengths and barriers in the physical, social and cultural environment in the City of Thunder Bay. As a result of the findings of key research performed by CERAH and the WHO Global Age Friendly Cities initiative, the Age Friendly Thunder Bay committee was born. In April 2010, the Age Friendly Steering Committee released a report which not only introduced Thunder Bay to the WHO Global Age Friendly Cities initiative, but enclosed several key research studies performed by CERAH research students and supervised by Dr. Mary Lou Kelley.

The City of Thunder Bay would like to acknowledge the tremendous work and effort put forth by both Age Friendly Thunder Bay and CERAH. For without this information as a base starting point, the City would not have been able to prepare this internal audit or develop this Action Plan with such efficiency. The City of Thunder Bay would also like to thank Age Friendly Thunder Bay for their input, along with many City staff who worked to complete the internal audit and development of the Action Plan. The individuals interviewed are listed in Appendix Three attached to this Report.



INTRODUCTION

Population aging is changing the shape of cities all over the world, resulting in new or expanded services, programs and infrastructure to accommodate the needs of older adults. It is the goal of the World Health Organization (“WHO”), and those cities like Thunder Bay who engage in this process, to enhance the quality of life as these adults get older, providing health, participation and security opportunities.

The City of Thunder Bay was accepted as a member of the WHO Global Network of Age Friendly Cities and Communities in November 2011. Since that time, the City of Thunder Bay endorsed the Thunder Bay Senior Charter. Its management team has met internally and with other partners to become familiar and plan to achieve the essential features of an Age Friendly City. In 2013, Council approved funding to complete an Internal Age Friendly

Audit of Municipal Service, Programs and Facilities, and develop a five-year Action Plan.

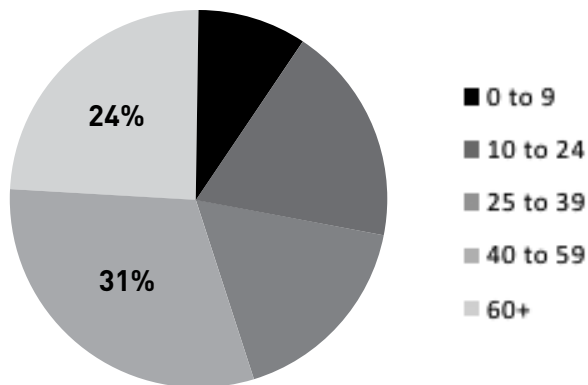
This Report and accompanying Action Plan reflect only the role and responsibilities of the City of Thunder Bay. There are a number of essential features of an age friendly City that are the responsibility of other organizations. Examples include health care, which is the responsibility of many provincial or Non-Profit organizations, and support housing, which is the responsibility of the District of Thunder Bay Social Services Administrative Board. These will be addressed in a future Community-Wide Action Plan.

THUNDER BAY’S AGING POPULATION

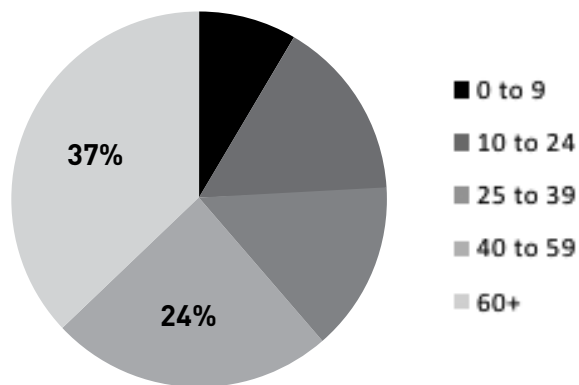
With the population of older adults in Thunder Bay expected to double by the year 2036, the City of Thunder Bay understands its need to plan for these changing demographics. Canadian census figures indicate that persons aged 60 and older made up 24 per cent of

the population of Thunder Bay in 2011, while persons aged 45- to 60-years-old, or the future group of seniors, accounted for nearly 48 per cent of the population of Thunder Bay. As this larger demographic ages, there will be a greater demand to accommodate the needs and provide opportunities to older adults.

2011 Population of the District of Thunder Bay



2036 Population Projection for the District of Thunder Bay



Note: District of Thunder Bay population figures were available for both 2011 and 2036, and used for comparison purposes.

AGE FRIENDLY THUNDER BAY

As a result of tremendous research performed by Lakehead University’s Centre for Education and Research on Aging and Health (CERAH), Age Friendly Thunder Bay, a stakeholder committee, was founded in 2009.

The Committee is made up of stakeholder representatives of City Council, CERAH, and over 20 recreational, social and health care service organizations. Recognizing the great diversity among seniors, respecting seniors’ decisions and lifestyle choices, and promoting the inclusion of seniors in all areas of community life, Age Friendly Thunder Bay endeavours to achieve an Age Friendly City.

As it continues to promote an age friendly environment throughout the City, Age Friendly Thunder Bay is excited to see the implementation of this Action Plan and will continue to work with the City of Thunder Bay to further develop Age Friendly initiatives.

ROLE OF THE CITY OF THUNDER BAY

In its 2011 to 2014 Strategic Plan, the City of Thunder Bay supported a high quality of life for all residents and identified a number of strategies and action items to enable it to become a Healthy City. Focusing its efforts, the City is striving to address serious economic, social and health issues; promoting and supporting a healthy, safe and welcoming community; embracing diversity and inclusivity; and being accessible for all. In particular, one of the City’s strategies is to support Thunder Bay’s diverse and aging population, by collaborating with Age Friendly Thunder Bay and joining the World Health Organization Age Friendly Network.

Through its Strategic Plan and as a member of the WHO Age Friendly Network, the City of Thunder Bay will address the needs of older adults in areas of responsibility that the City controls but also to support and enable the more than 50 plus organizations that are currently supporting the needs and providing opportunities to older adults. Further, where older adults’ needs are not being met, the City will facilitate the change to ensure that older adults’ needs are addressed and opportunities are provided.

Municipalities are leaders in seeking solutions to issues impacting their communities. This Age Friendly initiative is no different. The City of Thunder Bay will collaborate with the many community organizations to identify, enable, support and implement actions that will achieve the ultimate goal: an Age Friendly Thunder Bay.

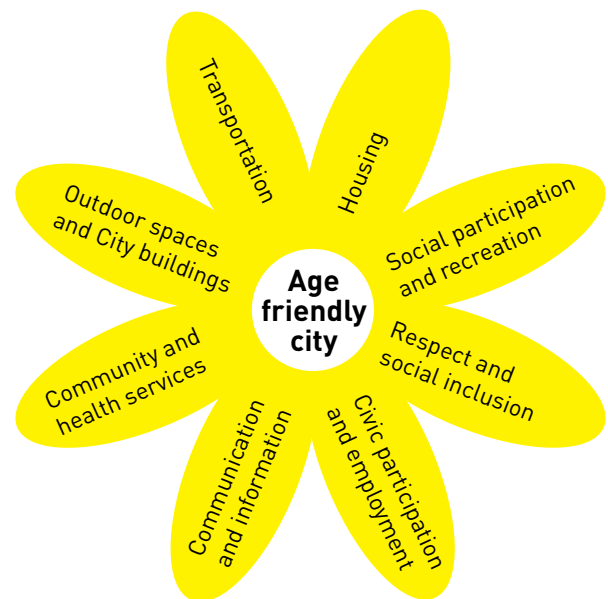
INTERNAL AGE FRIENDLY AUDIT OF MUNICIPAL SERVICE, PROGRAMS AND FACILITIES

The Internal Age Friendly Audit was an evaluation of the ability of municipal services, programs and facilities to meet the diverse needs of and provide varied opportunities for older adults. This evaluation process entailed the following:

- Reviewing all relevant previous research identifying essential programming, services and infrastructure that accommodate and meet the needs of older adults, and provide opportunities for older adults. Examples of these key research documents include:
 - Age Friendly Stakeholder Committee and the Centre for Education & Research on Aging and Health, Age Friendly Thunder Bay, 2010;
 - “Age Friendly Thunder Bay: A Pilot Study”, prepared by Melissa Berry, Centre for Education and Research on Aging and Health, March 2009;
 - “Home is more than just bricks, mortar and memories: An Introductory Analysis of the Housing Component of the Age Friendly Research Study in Thunder Bay”, prepared by Kim Gosnell, supervised by Dr. Mary Lou Kelley, April 2008;
 - Retired Teachers of Ontario Thunder Bay District (RTO), prepared by Leeza Speziale, Jessica McAnulty, and

Dr. Mary Lou Kelley, Centre for Education and Research on Aging and Health, Spring 2010; SOURCE: World Health Organization

- “What We Heard: Report of the National Seniors Council on Volunteering Among Seniors and Positive and Active Ageing May to July 2009”, prepared by The National Seniors Council, November 2009; and
- Checklist of Essential Features of Age Friendly Cities, World Health Organization, 2007.



Source: World Health Organization

In discussions with the City’s Age Friendly Steering Committee and the Age Friendly Thunder Bay Stakeholder Committee, it was agreed that these research documents provided, and while two to four years old, they still provided an accurate and current picture of older adults’ views of the ability of the community to meet its needs and to provide opportunities.

All research materials have been referenced in Appendix Two.

- Interviewing 13 City administrative staff members and the Age Friendly Thunder Bay Stakeholder Committee, the names of whom are listed in Appendix Three.
- Reviewing a number of other Municipal Age Friendly Reports and Action Plans;
- Undertaking a review of relevant City plans and policies, also listed in Appendix Two.
- Identifying the strengths and barriers of the City's programs, services and infrastructure as it related to the essential features of an Age Friendly City.

Overall, it was found that while many issues need to be addressed, the City of Thunder Bay management team had a good understanding of the concerns and needs of older adults and had plans in place to address many of the concerns. In the attached Report are summarized the key strengths and barriers of the eight key areas that make up an Age Friendly City. The key areas include: Outdoor Spaces and Buildings; Transportation; Housing; Social Participation and Recreation; Respect and Social Inclusion; Civic Participation and Employment; Communication and Information; and Community and Health Services.

AGE FRIENDLY CITY SERVICES ACTION PLAN

Subsequent to the Internal Age Friendly Audit or evaluation of the City's services, a five-year Age Friendly Action Plan was developed to address the needs of older adults; to provide opportunities for older adults to live in a safe environment; and to participate in activities of

their choice, whether recreational, social and/or intergenerational.

In the development of the Action Plan, it was found that a number of issues were already being developed or considered in existing plans. Further, some action items can be implemented at a minimal cost, while other items will require a significant amount of funding. As such, the timelines range between 2013 and 2018, and beyond, in order to accommodate City staff's ability to complete the task and/or to obtain Council approval for funding.

A summary of the Action Plan is included in this Report and is set out in each of the eight key areas that make up an Age Friendly City. The detailed Action Plan, shown as Appendix One, includes each action item; a timeline for completion; City department responsibility; existing City Plans which address similar issues, and implementation indicators. Similar to the Report, the Action Plan is separated into the key areas as outlined in the WHO's Checklist of Essential Features of Age Friendly Cities. Again, this Action Plan is related to items that are the City's responsibility and does not address community-wide actions that may also need to be taken to achieve a fully Age Friendly community.

This Age Friendly Action Plan is a living document. City administration will review this Action Plan every four years beyond 2018. This will allow City administration to reconsider actions where challenges may have arisen, develop new priorities, or adjust to developing needs of older adults.

Age Friendly Thunder Bay developed a Senior Charter in 2012. This Charter was formally endorsed by not only the City of Thunder Bay but these other key organizations:

Thunder Bay Alzheimer's Society | Lakehead Social Planning Council | Thunder Bay Regional Health Sciences Centre | Retired Teachers of Ontario, District 2 | United Way of Thunder Bay | St. Joseph's Care Group | Northwest Community Care Access Centre | Thunder Bay Catholic District School Board | Lakehead Public Schools | District of Thunder Bay Social Services Administration Board | Thunder Bay Public Library

Lakehead University and Confederation College also support the Senior Charter.



INTERNAL AUDIT OF THE CITY OF THUNDER BAY'S ESSENTIAL FEATURES OF AGE FRIENDLY CITIES

1.0 OUTDOOR SPACES AND CITY BUILDINGS

Community Strengths

- The City has over 150 parks and green spaces located throughout Thunder Bay covering around 4,000 acres, 1,400 acres of which are maintained by the City Parks Division.
- The City is placing more emphasis on parks and outdoor spaces designed for all ages, including older adults. For example, Prince Arthur's Landing fully incorporated all ages in their design.
- The City has implemented new accessible garbage cans and recycling facilities in over 250 sites over the last few years.
- The City has just finished a Multi-Year Accessibility Plan for the years 2013 to 2018, which has actions to be implemented that will make facilities and public spaces more accessible for older adults by ensuring that all City buildings and public spaces comply with the Accessibility for Ontarians with Disabilities Act (AODA).
- The Thunder Bay District Health Unit is leading the development of a Walkability Study of Thunder Bay. This Study may address areas for sidewalk improvement, walkable design issues, as well as mapping the City for high crime areas and areas with high older adult populations.
- The Crime Prevention Council is supporting community events in neighbourhoods around the City. These events, such as barbeques, welcome all ages and allow neighbours to get to know each other, resulting in these residents feeling safer in the community.

Community Barriers

Findings from Age Friendly Stakeholder Committee Report:

- Snow removal is not done in a timely manner, making walking and driving unsafe.
- Replacement of street light bulbs and removal of branches is not done in a timely manner.
- Sidewalks and paths around the City are not well maintained.
- 35 per cent of respondents found that when crossing the street, there is not enough time, or visual and audio cues for a safe crossing.

Other findings:

- Park cleanliness and litter is an issue in Thunder Bay.
- Not all parks, public toilets and City buildings are fully accessible.
- There is not enough seating along trail system for people to rest.
- Some older neighbourhoods were not planned with sufficient green space, and school closures have led to even less green spaces in those neighbourhoods.
- Physical barriers including inaccessible bathrooms, no automatic doors and no ramps at City facilities.
- Majority of pathways are not separate for cyclists and pedestrians.
- Older adults in Thunder Bay have a general fear of crime, and are threatened by disorder issues such as loitering and public intoxication.

Action Items

Safe Pedestrians

- 1.1 Continue to install audible crossing signals at pedestrian crossings at signalized intersections
- 1.2 Develop a communications campaign on pedestrian safety
- 1.3 Develop and implement a policy for extending crossing times at intersections in areas where there is a high concentration of older adult residents or facilities
- 1.4 Maintain sidewalks and roads for key improvement areas
- 1.5 Investigate the most efficient and effective manner to keep older adults safe on the trail system
- 1.6 Implement the results of the Trail and Park Lighting Study

Green Spaces and Outdoor Seating

- 1.7 Review trail-side seating in next Parks Master Plan
- 1.8 Install additional benches in identified areas
- 1.9 Install additional accessible features in City facilities and parks
- 1.10 Educate residents through Clean, Green & Beautiful Campaign
- 1.11 Continue to improve design and functionality of parks in neighborhoods with limited green spaces
- 1.12 Promote the City's Multi-Year Accessibility Plan with community stakeholders and local businesses
- 1.13 Run a pilot project for outdoor exercise equipment
- 1.14 Based on success of Pilot Project, install exercise equipment which is designed to help older adults stay mobile, healthy, and physically active in their communities

Public Areas and Buildings

- 1.15 Develop a timeline and implement programs to address physical barriers at City buildings
- 1.16 Install accessible portable toilets in high use parks
- 1.17 Facilitate a safety and crime prevention awareness campaign for older adults

2.0 TRANSPORTATION

Community Strengths

- From the CERAH survey, bus drivers in Thunder Bay were found to be helpful and respectful.
- The City of Thunder Bay implemented the Thunder Bay Fare Change Strategy on April 1, 2013, which resulted in reduced bus rates for older adults, including lower monthly pass rates and a reduced age for older adults (from age 65 to 60).
- The City runs a Travel Training Program where a City Transit Employee will walk through the entire transit process with a resident. This includes routes, stops, price and safety procedures.
- In 2007, Thunder Bay was the first medium-sized city in Ontario, to have a 100 per cent low-floor accessible fleet.
- The City has flexible route drop-offs, after dark to address safety issues.
- The City has five new buses which were designed specifically with Thunder Bay's aging population in mind, with more room for mobility devices.
- The City developed a Transit Master Plan with new route modifications to reduce the number of transfers and increase reliability of the City's current transportation system.

- The City developed with public input an Accessible Bus Stop Design Guideline, which addresses accessibility, safety, cleanliness, lighting, and way-finding.
- The City has offered various companies such as Shoppers Home Health Care to teach staff what equipment, and wheelchairs and walkers are accessible on the bus system.
- The City will assume management of specialized transit services, effective January 1, 2014.* (previously contracted to HAGI Community Services. Service now called Lift+)

Community Barriers

Findings from Age Friendly Stakeholder Committee Report:

- Transit for low income older adults remains unaffordable.
- Transportation is inaccessible due to a lack of bus shelters and bus stops not being cleaned from debris and snow.
- Respondents also commented that HAGI and taxi services are not always available and are costly.*

Other Findings:

- Trip scheduling for HAGI services are a major weakness due to the lack of availability.*
- Many of the stops are not accessible, not integrated with sidewalk, and do not have hard surfaces to allow them to be wheelchair accessible.
- There are not enough benches and shelters at bus stops, especially in areas where a higher number of older adults and disabled customers travel.
- *As of January 1, 2014 the City of Thunder Bay introduced its new specialized transit service Lift+, which further offers enhanced mobility options for citizens.*

- Transit is responsible for snow clearing at the stops; however, the budget is limited, making it not feasible to clear all stops quickly and effectively. Also, Transit is unable to clear the snow until the sidewalks are cleared by the Roads Division. Depending on priority areas, this may not be for days.
- Taxis in the City are very expensive. The International Association of Transportation Regulators have written a report that states that Thunder Bay taxi fares are higher than the provincial average, and wait times are the highest in Ontario.

Action Items

Public Transportation

- 2.1 Implement discounted fares for older adults on a specific night during non-peak hours
- 2.2 Develop enhanced travel opportunities which run from highly populated older adult areas to community destinations during a specific time of the week
- 2.3 Review current procedures and coordination between departments responsible for snow removal around bus stops and shelters
- 2.4 Implement the changes to improve the efficiency of snow removal
- 2.5 Review industry best practices to determine and implement procedures for advanced booking, flexibility, availability and eligibility for transportation for people with disabilities
- 2.6 Promote the Transit Travel Training Program for older adults
- 2.7 Continue to address accessibility and mobility issues at bus stops in priority areas

- 2.8 Continue community engagement of older adults to increase awareness of transit services and options available

Roadways and Parking

- 2.9 Install well-placed and visible cross walks between intersections on roadways in highly populated seniors areas
- 2.10 Launch an awareness campaign focusing on increasing the knowledge of senior drivers and their safety, including, the effects of medication on driving, driving while fatigued, and common collision types. Incorporate the Centre for Research on Safe Driving, A Comprehensive Training Process to Enhance Safe Driving in Older Adults into campaign



3.0 HOUSING

Decisions surrounding housing services in Thunder Bay are the responsibility of agencies such as the District of Thunder Bay Social Services Administration Board (TBDSSAB) as well as the provincial and federal governments. Although housing services do not fall under the City of Thunder Bay's umbrella, the City is responsible for properly planning for land use zones and the overall well-being of its citizens.

Community Strengths

- Based on the identified increasing demand for housing for senior citizens, the City has changed its zoning for senior citizen homes from an "Institutional Area" to now an "Urban Residential Zone" to enable the private sector and other agencies more land use zones for building senior citizens' homes.
- The City also has a framework to allow for accessory apartments to be built into residential homes, which may allow for increased care for older adults and for older adults to remain independent in their own homes for a longer period of time.
- The City of Thunder Bay is a member of the Thunder Bay Community Partnership which developed the "Drug Strategy Accommodation Needs Assessment, A Community Plan for Thunder Bay", dated May 2013. The purpose of this report was to identify the housing and accommodation needs of people who use substances and to develop a community plan for addressing their needs.

Community Barriers

Findings from Age Friendly Stakeholder Committee Report:

- 42 per cent of respondents stated there is not enough housing that meets the needs of seniors in Thunder Bay.
- Housing is difficult to come by for seniors who are not already settled or that need to re-locate due to recent health or mobility changes.
- Some expressed difficulties include: long waiting lists, affordability, accessibility, and a lack of "seniors only" housing.

Other findings from the 2011 "Under One Roof" Report:

- There is a growing need for supportive housing for seniors to allow them to remain in their communities.

Action Items

City Related Housing Responsibilities

- 3.1 Advocate for more housing and supports for people aging at home
- 3.2 Verify that all senior-serving organizations that provide housing or support for aging at home are full participants in 211 so that the public has access to this information
- 3.3 Support TBDSSAB in its development of housing for low income older adults

4.0 SOCIAL PARTICIPATION AND RECREATION

Community Strengths

- Older adults expressed that the 55+ centre is good for the “healthy elderly”.
- The City makes a conscious effort to make the majority of City events free, to increase the attendance of isolated older adults.
- The City also ensures that the timing of events and activities is age friendly.
- The 55+ Centre and Herb Carroll Centre are willing to accommodate programming to what the older adults want to do, based on programming survey results.
- The City offers a wide variety of networking programs, recreational programs, services and activities to promote social participation and reduce social isolation.
- The City is currently partnering with the Thunder Bay Public Library to provide programming to older adults.
- Community centres in Thunder Bay offer many events for older adults, including dances, craft sales and fitness programs. Some community centres have their own 50+ Club, which include various groups and activities.

Community Barriers

Findings from Age Friendly Stakeholder Committee Report:

- Isolated older adults are being left out.
- Older adults with low incomes find that services in Thunder Bay are not affordable.
- More than 50 per cent of respondents indicated that they did not know about services reaching isolated older adults.

Other findings:

- Some places where community events are held are not accessible to all, i.e. Chippewa Park, Fort William Historical Park. These parks are not conveniently located and are not always accessible by public transportation.
- There is not enough funding or volunteers for programming to assist or visit isolated or frail older adults, such as Friendly Visiting, Telephone Assurance Program and the Walk-A-Bit Program.
- There is a lack of awareness about available programs, services and events.
- Due to diverse needs and abilities, the types of programming offered may not be meaningful to all older adults. Older adults have indicated they would like a more active role in providing and choosing programming.
- Not all older adults have computers or are computer literate, resulting in an inability to access information.
- Some cultural and language barriers exist which may prevent older adults from participating in City programming or services.

Action Items

Events and Activities – Place, Price and Time

- 4.1 Promote availability of the Older Adults' Directory, which lists all of the programs and services available to older adults
- 4.2 Investigate the need and demand to have social programming in low income housing. If determined that a need exists, investigate potential funding sources
- 4.3 Continue to provide free City events to older adults
- 4.4 Consider the development of a program dedicated to helping economically disadvantaged older adults access community recreation programs. To be considered in the User Fee Policy Review Process
- 4.5 Increase awareness of publicly accessible computers

Inclusivity of Events and Activities

- 4.6 Review older adult programming to identify gaps, duplication of programming and needs of all ages of older adults. Involve a diverse group of older adults, considering age, health, ethnicity, activity level and interests in the program review and development process
- 4.7 Develop or partner to offer programs for older adults experiencing language and cultural barriers



5.0 RESPECT AND SOCIAL INCLUSION

Community Strengths

- From the Age Friendly Stakeholder Committee Study, 59 per cent of older adults felt that they were generally treated with respect.
- When programs or events are being planned by the City, the City assesses how the event will meet the needs of all ages, including older adults.
- The Thunder Bay Seniors Charter was developed and endorsed by the City, and many other stakeholders.
- City events are designated as 'Family Friendly' where it is intended that all family members, from babies to grandparents, will attend.
- The 55+ Centre's volunteer base hosts a Volunteer Recognition Awards night.
- The City's Corporate Policy for community consultation has been improved to ensure that the City consults and informs stakeholders and the community when establishing priorities, policies, and programs.
- Evaluations and questionnaires of programs offered at the 55+ Centre are done to assess satisfaction and to determine program gaps and improvement areas.
- The City hosts a Citizens of Exceptional Achievement Awards, which recognizes members of the community for their volunteer efforts, contributions and accomplishments.

Community Barriers

Findings from Age Friendly Stakeholder Committee Report:

- The 2010 Report indicates that the City Council does not consult older adults and is not inclusive when discussing City issues and planning. Respondents also expressed that City Council meetings were often not entirely inclusive, and are often not accessible to older adults.

Other findings:

- The City needs to be clearer regarding the consultations, their purpose and how the responses in the consultation process will be used.
- Aging is a significant issue and Age Friendly initiatives should be given more priority as the baby boom population continues to age.
- There is a need to increase awareness of mental disabilities and dementia to the public.

Action Items

Public, Voluntary and Commercial Services

- 5.1 Maintain World Health Organization's (WHO) age friendly designation, working in collaboration with Age Friendly Thunder Bay
- 5.2 Assess accessibility barriers and implement changes to better meet the customer service needs of older adults
- 5.3 Survey older adults' satisfaction of City programs and services
- 5.4 Executive Management Team to develop a mechanism whereby older adults' needs are considered in the decision making-process of City Departments

Inclusivity

- 5.5 Partner with the School Boards or other organizations to develop more social inclusion and intergenerational programs
- 5.6 Encourage community centre operators to host greater intergenerational programming

An Age Friendly Community

- 5.7 Assess City services against Age Friendly best practices
- 5.8 Support and participate in the development and implementation of a community-wide action plan
- 5.9 Provide an annual progress report to Council and stakeholders regarding the City's Age Friendly Action Plan
- 5.10 Continue to educate and train City staff regarding accessibility, human rights, respect and responsible behaviors at work
- 5.11 Continue to have a City staff member sit on the Age Friendly Steering Committee and communicate initiatives and updates to the Executive Management Team

6.0 CIVIC PARTICIPATION, VOLUNTEERING AND EMPLOYMENT

Community Strengths

- Many respondents in the Age Friendly Stakeholder Committee Report indicated that there are enough volunteer opportunities in Thunder Bay and that those volunteers get the recognition that they deserve.
- More than 70 per cent of the members on the City's committees are people aged 55 and over. These committees allow members of the community to become active in Municipal activities, and take a stand on local issues.
- There is a wide range of volunteer opportunities for older adults such as helping residents in the City's Long-Term Care Homes, recreation and fitness programs, volunteering at City events and providing inclusion services.
- All community consultations and voting locations are accessible and considered age friendly.
- There is an Employment Equity policy in place in which the City of Thunder Bay cannot discriminate against hiring persons based on their race, sex, colour, disability, age or marital status.
- The City has a Length of Service Recognition policy in place to ensure that employees who have worked for a number of continuous years are recognized for their services.

Community Barriers

Findings from Age Friendly Stakeholder Committee Report:

- There are not enough or there is a lack of awareness of paid job opportunities for older adults.
- Job opportunities do not always accommodate the needs of older adults.
- There is a fear there is discrimination amongst employers due to the increased health insurance costs to employ older adults.

Other findings:

- City facilities are not accessible, and cannot accommodate employees in wheelchairs or with other disabilities.
- There are not enough meaningful volunteer opportunities available.

- There is a risk that the volunteers running the community centres are aging and will not be able to sustain the centres in the future.
- Online voting has not been implemented in the City of Thunder Bay.

Action Items

Employment

- 6.1 Continue to make changes to the City's places of employment and offices so they meet accessibility standards
- 6.2 Continue to have progressive Human Resource Policies and Procedures which support non-discrimination
- 6.3 Promote all volunteer opportunities that are available with City of Thunder Bay retiring employees





Civic Participation and Volunteering

- 6.4 Conduct surveys to determine which volunteer opportunities meet the specific interest and abilities of older adults
- 6.5 Develop a volunteer recruitment strategy for older adults
- 6.6 Complete a volunteer management system to maintain and organize information on volunteer opportunities and increase the staffs' ability to connect volunteers with meaningful positions
- 6.7 Review the City's Public Engagement Framework, which is currently being developed, to increase engagement of older adults is considered

Community Strengths

- From the Age Friendly Stakeholder Committee Research Study, some positive comments related to the availability of the 211 Directory, and the quantity of local information included in the Thunder Bay newspapers.
- The City is ahead of the Accessibility for Ontarians with Disabilities Act (AODA) standards timeline with regards to communication and information.
- The City has been working towards compliance with the Web Content Accessibility Guidelines under the AODA in the development of its websites since 2010.
- The City developed a course for its employees to teach them to create accessible PDF documents, so all people can access the document, increase the size of text, make other modifications, and print City documents.
- The City has held many Citizen input sessions for proposed major projects. It is ensured that all community consultations are held at accessible locations, on bus routes and at appropriate times.
- The Thunder Bay Public Libraries offer small group classes to older adults on how to use the internet and email.

Community Barriers

Findings from Age Friendly Stakeholder Committee Report:

- Most respondents did not feel that older adults have a voice in the community and further commented that there is no one advocating for them.
- Older adults identified problems getting information and that they are sometimes unaware of where to find information.
- Most respondents found that there is a lack of language choices when reading local information.
- Respondents indicated that printed information has text that is too small to read.
- Older adults have an overall lack of awareness of the types of programs and services offered by the City of Thunder Bay.

Other findings:

- Older adults need information about programs and services; however, no single source of information is available.
- Many older adults are not aware of 211 North Information Centre.

Action Items

Accessible Information

- 7.1 Promote the availability of the Older Adults' Directory, incorporating the City's transportation services, healthcare, housing, older adults clubs and recreation activities
- 7.2 Promote the existence and benefits of 211, a centralized service database through City channels
- 7.3 Work with Lakehead Social Planning Council to update the 211 data for City service information

- 7.4 Provide accessible formats and communication supports for persons with disabilities in a timely manner
- 7.5 Work with the Thunder Bay Public Libraries to promote and expand the Library's older adults programs to include electronic information, literacy programming, and focusing on Internet awareness

Personal Contact

- 7.6 Create an Ad Hoc Committee of Council members and City administration to review Age Friendly models in other communities and best practices, including the possibility of a Seniors' Advocate position or champion



8.0 COMMUNITY AND HEALTH SERVICES

Decisions surrounding health services in Thunder Bay are the responsibility of agencies such as the Local Health Integration Network as well as the provincial and federal governments. Although health care services do not fall under the City of Thunder Bay's umbrella, the City has a strong interest in ensuring the overall well-being of its citizens.

Community Strengths

- The 55+ Centre offers Health & Wellness Programs and Services in co-ordination with various community health service agencies.
- In 2007, St. Joseph's Care Group, in collaboration with many health service agencies, along with other key organizations, including the City of Thunder Bay, was given the mandate to develop the centre of Excellence for Integrated Seniors' Services (CEISS).

Community Barriers

Findings from Age Friendly Stakeholder Committee Report:

- 42 per cent of respondents stated that access to health care is not convenient.
- Some responded that seniors' health services are available if one has access to a physician; but without a physician, services are not accessible.
- Concerns were expressed about affordability of services and long wait times, which they found to be very frustrating.

Action Items

City Related Community and Health Services Responsibilities

- 8.1 Participate in an annual community forum with health services providers, seniors' agencies, stakeholders, and municipal representatives to improve community and health services
- 8.2 Partner with Red Cross, Secondary and Post-Secondary schools to develop a volunteer snow removal program for older adults



NEXT STEPS

The completion of the Internal Age Friendly Audit and the development of the Action Plan was a key step in remaining in the WHO Global Network of Age Friendly Cities. Recognizing the importance of this initiative, the City will continually review and monitor the progress of the action items set out in this document to ensure that they are completed within the anticipated timelines, remain relevant and ultimately, will enhance the quality of life for people as they get older, providing health, participation and security opportunities.

To keep stakeholders and City Council informed, City administration will deliver annual progress reports. In the meantime, City staff will continue to work with Age Friendly Thunder Bay to develop an effective manner to complete a community-wide action plan, and create an Age Friendly culture in Thunder Bay.



APPENDIX ONE:
Age Friendly City Services
Action Plan

A living document to guide City
efforts toward becoming Age
Friendly – subject to updates.

June 2015

1.0: Outdoor Spaces and City Buildings

Safe Pedestrians

WHO checklist of essential features of age friendly cities

- Pavements are well-maintained, free of obstructions and reserved for pedestrians
- Pavements are non-slip, are wide enough for wheelchairs and have dropped curves to road levels
- Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times
- Drivers give way to pedestrians at intersections and pedestrian crossings
- Cycle paths are separate from pavements and other pedestrian walkways

	ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
1.1	Continue to install audible crossing signals at pedestrian crossings at signalized intersections	2015 to 2018	Infrastructure & Operations – Engineering	Multi-Year Accessibility Plan	# of additional audible crossing signals installed
1.2	Develop a communications campaign on pedestrian safety	2015 to 2016	Infrastructure & Operations – Engineering		Pedestrian safety outreach activities documented
1.3	Develop and implement policy for extending crossing times at intersections in areas where there is a high concentration of older adult residents or facilities	2015	Infrastructure & Operations – Engineering		# of intersections with extended crossing times
1.4	Maintain sidewalks and roads for key improvement areas	2015 to 2018	Infrastructure & Operations – Roads	Accessible Sidewalk Ramping Program pg #8 of Multi Year Accessibility Plan Lift and Level Program and trip edge removal program pg #8 of Multi Year Accessibility Plan	# of km of safe and maintained sidewalks and roadways in key improvement areas

ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
1.5	Investigate the most efficient and effective manner to keep older adults safe on the trail system	2016	Infrastructure & Operations – Parks	Plan to improve older adults safety on trail system in place
1.6	Implement the results of the Trail and Park Lighting Study	2015 to 2018	Infrastructure & Operations – Parks	Trail and Park Lighting Study (ongoing) # of km of lit paths in priority areas

Green Spaces and Outdoor Seating

- Green spaces and outdoor seating are sufficient in number, well-maintained, and safe

ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
1.7	Review trail-side seating in next Parks Master Plan	2015	Infrastructure & Operations – Parks	Adequacy of trail-side seating reviewed in Parks Master Plan
1.8	Install additional benches in identified areas	2015 to 2018	Infrastructure & Operations – Parks	# of additional benches installed in identified areas
1.9	Install additional accessible features in City facilities and parks	2015 to 2018	Infrastructure & Operations – Community Services – Asset Management	# of additional automatic door openers, additional grab bars and accessible garbage cans
1.10	Educate residents through Clean, Green & Beautiful Campaign	2018	Corporate Strategic Services	Corporate Policy In Place – Clean, Green & Beautiful Advertising campaign for public awareness of a “Clean, Green & Beautiful” Thunder Bay in place
1.11	Continue to improve design and functionality of parks in neighborhoods with limited green spaces	2008 to 2018	Infrastructure & Operations – Parks	Equalization Program Retrofit work documented

	ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
1.12	Promote the City's Multi-Year Accessibility Plan with community stakeholders and local businesses	2015 to 2018	Corporate Strategic Services Office of the City Clerk	Multi-Year Accessibility Plan	Document all promotion of the Accessibility Plan
1.13	Run a pilot project for outdoor exercise equipment	2014	Infrastructure & Operations – Parks		Public consultation performed and demand determined Pilot project currently ongoing at Minnesota Park
1.14	Based on success of pilot project, install exercise equipment which is designed to help older adults stay mobile, healthy, and physically active in their communities	2018 and beyond	Infrastructure & Operations – Parks		Number of parks with fitness equipment for older adults Number of pieces of equipment for older adults installed

Public Areas and Buildings

- Public areas are clean and pleasant
- Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible
- Outdoor safety is promoted by good street lighting, police patrols and community education
- Buildings are well-signed outside and inside with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors
- Services are situated together and are accessible
- Special customer service arrangements are provided, such as separate queues or service counters for older people

ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
1.15	Develop a timeline and implement programs to address physical barriers at City buildings	Ongoing	Community Services Office of the City Clerk	Multi-Year Accessibility Plan Barriers Document all retrofit work More accessible buildings and features
1.16	Install accessible portable toilets in high use parks	Ongoing	Infrastructure & Operations – Parks	# of locations parks with accessible toilets
1.17	Facilitate a safety and crime prevention awareness campaign for older adults	2015 and beyond	Corporate Strategic Services	Awareness campaign developed

2.0: Transportation

Public Transportation

- Public transportation costs are consistent, clearly displayed and affordable
- Public transportation is reliable and frequent, including at night and weekends and holidays
- All City areas and services are accessible by public transport, with good connections and well-marked routes and vehicles
- Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected
- Specialized transportation is available for persons with disabilities
- Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off
- Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter
- Complete and accessible information is provided to users about routes, schedules and special needs facilities
- A voluntary transport service is available where public transportation is too limited
- Taxis are accessible and affordable, and drivers are courteous and helpful

ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS	
2.1	Implement discounted fares for older adults on a specific night during non-peak hours	2013	Community Services – Transit	Task Completed in Updated Fare Table	# of older adults using transit
2.2	Develop enhanced travel opportunities which run from highly populated older adult areas to community destinations during a specific time of the week	2016	Community Services – Transit		“Community Bus” or additional routes for older adult specific destinations/trips

ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
2.3	Review current procedures and coordination between departments responsible for snow removal around bus stops and shelters	2014	Community Services – Transit Infrastructure & Operations – Transit	Review of services completed (completed in 2014)
2.4	Implement the changes to improve the efficiency of snow removal	Ongoing	Community Services – Transit	Changes to improve operations implemented
2.5	Review industry best practices to determine and implement procedures for advanced booking, flexibility, availability and eligibility for transportation for people with disabilities	2014	Community Services – Transit	Multi-Year Accessibility Plan pg #16 Procedural review of current services Eligibility criteria review completed, and new criteria developed (talk completed in 2014)
2.6	Promote the Transit Travel Training Program for older adults	Ongoing	Community Services – Transit Corporate Strategic Services	Travel Training Program # of older adults provided with Travel Training
2.7	Continue to address accessibility and mobility issues at bus stops in priority areas	2014 to 2018	Community Services – Transit	Bus Stop Design Guidelines Multi-Year Accessibility Plan Design guidelines completed and implemented (Task Completed) # of accessible bus stops
2.8	Continue community engagement of older adults' to increase awareness of transit services and options available	2014 to 2015	Community Services – Transit	Directory, brochure or electronic information of transit options directed to older adults, available and distributed # of presentations being done by Transit Division to senior's facilities

Roadways and Parking

- Roads are well-maintained, with covered drains and good lighting
- Traffic flow is well-regulated
- Roadways are free of obstructions that block drivers' vision
- Traffic signs and intersections are visible and well-placed
- Driver education and refresher courses are promoted for all drivers
- Parking and drop off areas are safe, sufficient in number and conveniently located
- Priority parking and drop off spots for people with special needs are available and respected

ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
2.9	Install well-placed visible cross walks between intersections on roadways in highly populated seniors areas	2016 to 2018	Infrastructure & Operations – Engineering and Roads	# of visible, well signed cross walks installed
2.10	Launch an awareness campaign focusing on increasing the knowledge of senior drivers and their safety, including the effects of medication on driving, driving while fatigued, and common collision types. Incorporate the Centre for Research on Safe Driving, A Comprehensive Training Process to Enhance Safe Driving in Older Adults into campaign	2016	Corporate Strategic Services	Driver Training Course at the 55+ Centre Senior driver awareness campaign completed

3.0: Housing

City Related Housing Responsibilities

- Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community
- Interior spaces and level surfaces allow freedom of movement in all rooms and passageways
- Sufficient and affordable housing for frail and disabled older people, with appropriate services is provided locally

ACTION		TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
3.1	Advocate for more housing and supports for people aging at home	Ongoing	Intergovernmental Liaison Committee		Opportunities undertaken
3.2	Verify that all senior-serving organizations that provide housing or support for aging at home are full participants in 211 so that the public has access to this information	2014	Lakehead Social Planning Council – 211		# of senior serving organizations participating in 211
3.3	Support TBDSSAB in its development of housing for low income older adults	2015 to 2018	Development Services – Planning	“Housing Strategy – Under One Roof”	# of low income seniors’ supporting housing units planned

4.0: Social Participation and Recreation

Events and Activities – Place, Price and Time

- Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport
- Events are held at times convenient for older people
- Activities and attractions are affordable, with no hidden or additional participation costs
- Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks
- Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people

ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
4.1	Promote availability of the Older Adults' Directory, which lists all of the programs and services available to older adults	2014	Corporate Strategic Services	Seniors' 2009 Information Directory # accessed
4.2	Investigate the need and demand to have social programming in low income housing. If determined that a need exists, investigate potential funding sources	2016	Recreation & Culture	Development of programming in older adult low income housing
4.3	Continue to provide free City events to older adults	Ongoing	Recreation & Culture	# of free sponsored City events
4.4	Consider the development of a program dedicated to helping economically disadvantaged older adults access community recreation programs. To be considered in the User Fee Policy Review Process	2016	Recreation & Culture	Corporate Policy – User Fee Policy Report determining the benefits, disadvantages, and implications of the development of this program

	ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
4.5	Increase awareness of publically accessible computers	2015	Recreation & Culture		# of computers available for public access

Inclusivity of Events and Activities

- Activities and events can be attended alone or with a companion
- A wide variety of activities is offered to appeal to a diverse population of older people
- There is consistent outreach to include people at risk of social isolation

	ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
4.6	Review older adult programming to identify gaps, duplication of programming and needs of all ages of older adults. Involve a diverse group of older adults, considering age, health, ethnicity, activity level and interests in the program review and development process	2016	Recreation & Culture	Update the Senior Strategy which was done in 2008	Inventory of all older adult programming currently available Updated inventory of programs to become available
4.7	Develop or partner to offer programs for older adults experiencing language and cultural barriers	2016	Recreation & Culture		# of inclusive cultural/language programs offered

5.0: Respect and Social Inclusion

Public, Voluntary and Commercial Services

- Older people are regularly consulted by public, voluntary and commercial services on how to serve them better
- Services and products to suit varying needs and preferences are provided by public and commercial services
- Service staff are courteous and helpful
- Older people who are less well-off have good access to public, voluntary and private services

ACTION		TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
5.1	Maintain World Health Organization’s (WHO) age friendly designation, working in collaboration with Age Friendly Thunder Bay	2013 to 2018	Corporate Strategic Services	Thunder Bay Age Friendly Action Plan	WHO designation maintained
5.2	Assess accessibility barriers and implement changes to better meet the customer service needs of older adults	2013 to 2018	Community Services	Multi Year Accessibility Plan	Accessible customer service areas within City buildings
5.3	Survey older adults’ satisfaction of City programs and services	2015	Corporate Strategic Services	City of Thunder Bay Citizen Satisfaction Study	2015 and 2017 City of Thunder Bay Citizen Satisfaction Survey to be reviewed for statistically significant results for older adults
5.4	Executive Management Team to develop a mechanism whereby older adults’ needs are considered in the decision making process of City Departments	2014	All Departments		Mechanism defined

Inclusivity

- Community wide settings, activities and events attract all generations by accommodating age-specific needs and preferences
- Older people are specifically included in community activities for “families”
- Schools provide opportunities to learn about ageing and older people, and involve older people in school activities

ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
5.5	Partner with the School Boards or other organizations to develop more social inclusion and intergenerational programs	2017	Recreation & Culture	# of social inclusion and intergenerational programs offered
5.6	Encourage community centre operators to host greater intergenerational programming	2015	Recreation & Culture	# of social inclusion and intergenerational programs offered

An Age Friendly Community

	ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
5.7	Assess City services against Age Friendly best practices	2013		City of Thunder Bay 2011-2014 Strategic Plan – Goal 5.1(a)	Thunder Bay Age Friendly Action Plan completed and implemented
5.8	Support and participate in the development and implementation of a Community Wide Action Plan	2015 and beyond	All Departments		Development of a Community Wide Age Friendly Action Plan
5.9	Provide an annual progress report to Council and stakeholders regarding the City's Age Friendly Action Plan	2015 and beyond	All Departments		Annual Progress Report
5.10	Continue to educate and train City staff regarding accessibility, human rights, respect and responsible behaviors at work	Ongoing	Human Resources and Corporate Safety Office of the City Clerk		# of staff trained
5.11	Continue to have a City staff member sit on the Age Friendly Steering Committee and communicate initiatives and updates to the Executive Management Team	Ongoing	Corporate Strategic Services Recreation & Culture		City staff effectively communicate initiatives and updates of the Age Friendly Steering Committee to Executive Management Team

6.0: Civic Participation, Employment and Volunteering

Employment

- The qualities of older employees are well-promoted
- A range of flexible and appropriately paid opportunities for older people to work is promoted
- Discrimination on the basis of age along is forbidden in the hiring, retention, promotion and training of employees
- Workplaces are adapted to meet the needs of disabled people
- Self-employment options for older people are promoted and supported
- Training in post-retirement options is provided for older workers

	ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
6.1	Continue to make changes to the City's places of employment and offices so they meet accessibility standards	2013 to 2018	Facilities	Multi-Year Accessibility Plan	# of accessible City offices and places of employment
6.2	Continue to have progressive Human Resource Policies and Procedures which support non-discrimination	Ongoing	Human Resources and Corporate Safety		# of Human Resource Policies which support non-discrimination

Civic Participation and Volunteering

- A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs
- Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people

	ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
6.3	Promote all volunteer opportunities that are available with City of Thunder Bay retiring employees	2014	Human Resources & Corporate Safety	City of Thunder Bay Retirement Package	# of volunteering opportunities provided in Retirement Package
6.4	Conduct surveys to determine which volunteer opportunities meet the specific interest and abilities of older adults	2014 to 2016	Recreation & Culture		Conduct surveys to determine specific volunteering interests
6.5	Develop a volunteer recruitment strategy for older adults	2014	Recreation & Culture	Task Completed Volunteer Recruitment Strategy in place	# of older adult volunteers recruited
6.6	Complete a volunteer management system to maintain and organize information on volunteer opportunities and increase the staffs' ability to connect volunteers with meaningful positions	2015	Recreation & Culture	Corporate Policy – Thunder Bay Code for Volunteer Involvement Volunteer Management Database currently being completed	Volunteer management system created
6.7	Review the City's Public Engagement Framework, which is currently being developed, to increase engagement of older adults is considered	2015	Corporate Strategic Services	City of Thunder Bay Public Engagement Framework	Section on older adult engagement in the Public Engagement Framework included

7.0: Communication and Information

Accessible Information

- A basic, effective communication system reaches community residents of all ages
- Regular and widespread distribution of information is assured and a coordinated, centralized access is provided
- Regular information and broadcasts of interest to older people are offered
- Oral communication accessible to older people is promoted
- Print information – including official forms, television captions and text on visual displays, has large lettering and the main ideas are shown by clear headings and bold face type
- Print and spoken communication uses, simple familiar words in short, straight forward sentences
- Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time
- Electronic equipment, such as mobile telephone, radios, televisions, and bank and ticket machines has large buttons and big lettering

	ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
7.1	Promote the availability of the Older Adults' Directory, incorporating the City's transportation services, healthcare, housing, older adults clubs and recreation activities	2015	Corporate Strategic Services	2009 Seniors Information Directory Updated by Lakehead Social Planning Council Seniors directory available in hard copy or electronically	Older adults directory circulated to the majority of older adults, particularly low income or isolated older adults
7.2	Promote the existence and benefits of 211, a centralized service database through City channels	2015	Corporate Strategic Services		Increased awareness of 211 by older adults
7.3	Work with Lakehead Social Planning Council to update the 211 data for City service information	2015	All Departments		Updated 211 as it relates to City services

	ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
7.4	Provide accessible formats and communication supports for persons with disabilities in a timely manner	2015	Corporate Strategic Services All Departments	Multi-Year Accessibility Plan	Documents available in accessible formats and other communications support available
7.5	Work with the Thunder Bay Public Libraries to promote and expand the Library's older adults programs to include electronic information, literacy programming, and focusing on Internet awareness	2015	Thunder Bay Public Libraries		# of electronic literacy programs available to older adults at Thunder Bay Public Libraries

Personal Contact

- People at risk of social isolation get one to one information from trusted individuals
- Public and commercial services provide friendly, person to person service on request

	ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
7.6	Create an Ad Hoc Committee of Council members and City administration to review Age Friendly models in other communities and best practices, including the possibility of a Seniors' Advocate position or champion	2015	Corporate Strategic Services Recreation & Culture		Ad Hoc Committee for Age Friendly in place

8.0: Community and Health Services

City Related Community and Health Services Responsibilities

- Clear and accessible information is provided about health and social services for older people
- Voluntary services by people of all ages are encouraged and supported
- There are sufficient and accessible burial sites
- Community emergency planning takes in account the vulnerabilities and capacities of older people

ACTION	TIMING	RESPONSIBILITY	REFERENCE TO EXISTING CITY PLANS	IMPLEMENTATION INDICATORS
8.1	Participate in an annual community forum with health services providers, seniors' agencies, stakeholders, and municipal representatives to improve community and health services	2015	Development & Emergency Services	Annual Community Forum held
8.2	Partner with the Canadian Red Cross, Secondary and Post-Secondary schools to develop a volunteer snow removal program for older adults	2014	Development & Emergency Services	Snow Go Assist Program developed with partners (School Board and Volunteer Thunder Bay)



Canada Games
Complex

Photo by Scott Chisholm

APPENDIX TWO:
Resources

APPENDIX 2: RESOURCES

In preparing the audit and resulting Age Friendly Action Plan, the following resources were reviewed:

1. Age Friendly Stakeholder Committee and the Centre for Education & Research on Aging and Health. (2010). *Age Friendly Thunder Bay*.
2. The City of Thunder Bay. (2013-2018). *Multi-Year Accessibility Plan*.
3. World Health Organization. (2007). *Global age friendly cities: a guide*.
4. World Health Organization. (2007). *Checklist of Essential Features of Age Friendly Cities*.
5. Genivar Consultants LP for the City of Thunder Bay. (March 2012). *Thunder Bay Transit – Transit Master Plan*.
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7. Berry, M. Age Friendly Thunder Bay: A Pilot Study. (2009). *Centre for Education and Research on Aging and Health*.
8. Gosnell, K. (2008). *Home is more than just bricks, mortar and memories: An Introductory Analysis of the Housing Component of the Age Friendly Research Study in Thunder Bay*.
9. Kelly, Dr. M. L., McAnulty, J., Speziale, L. Retired Teachers of Ontario Thunder Bay District (RTO). (2010). *Centre for Education and Research on Aging and Health*.
10. Ontario Local Health Integration Network. (2011, December 15). *North West Local Health Integration Network Behavioural Supports Ontario Action Plan*.
11. City of Thunder Bay. (2011, March 11) “*May I Help You?*” *Understanding Accessible Customer Service*.
12. The City of Thunder Bay. (n.d.) *Corporate Reports and Policies and Procedures*. Retrieved from: http://ctbpub.thunderbay.ca/ctbapps/ctb_p&p.nsf
 - a. Clean, Green & Beautiful, Policy No.02-05-01, 01/29/2007;
 - b. Subsidization – Recreation Opportunities, Policy No. 01-08-08, 10/15/1996; c. Environment/ Community Sustainability, Policy No. 04-02-02, 12/19/2005; d. Quality Standards, Policy No. 11-05-01, 10/15/1996;
 - c. New Transit Fare and Revenue Strategy, Report No. 2013.007, 01/07/2013;
 - d. Transit Bus Routes and Schedules, Policy No. 11-04-03, 10/15/1996;
 - e. Transit Vision 2040, Report No. 2012.077, 05/07//2012;
 - f. Delivery of Specialized Transit Services, Report No. 2012.161, 11/05/2012;

- i. Length of Service Recognition, Procedure No. HR-04-02, 10/19/2007;
 - j. Accommodation of Disabled Workers, Procedure No. HR-08-12, 06/09/2005;
 - k. Continued Employment Assessment (CEA), Procedure No. HR-04-10, 03/10/2006;
 - l. Work Life Initiatives, Policy No. 06-01-36, 11/06/2001;
 - m. Health Services, Policy No. 06-01-11, 10/15/1996;
 - n. Hiring of Retired City of Thunder Bay Employees, Procedure No. HR-01-29, 03/01/2011;
 - o. Employment Equity, Procedure No. HR-01-38, 09/23/2009;
 - p. Communications Policy, Policy No. 07-01-07, 01/01/2005;
13. The City of Thunder Bay. (2005, July 18) *Transportation & Works. City of Thunder Bay Capital Asset Management Plan.*
 14. CBC News. (2013, June 17). *Licensing needed for Thunder Bay taxis: report – International Association of Transpiration Regulators says more information needed about Thunder Bay Taxis.* Retrieved from <http://www.cbc.ca/news/canada/thunder-bay/licensing-needed-for-thunder-bay- taxis-report-1.1391196>
 15. City of Thunder Bay Caregiver Support Committee. (2009). *Seniors Information Directory.*
 16. Statistics Canada. Gilmour, Heather. (2012, October 17). *Social Participation and the Health and Well-being of Canadian Seniors.* Retrieved from : www.statcan.gc.ca
 17. 211 Ontario North. *Public Database.* Retrieved from : <http://www.211ontarionorth.ca/211/pg-about211.asp>
 18. The City of Thunder Bay Ipsos Public Affairs: The Social Reseach and Corporate Reputation Specialist. (2013). *Satisfaction Survey.*
 19. The City of Thunder Bay. (2011-2014). *City of Thunder Bay Strategic Plan.*
 20. The City of Thunder Bay. *Retirement Package.*
 21. The City of Thunder Bay. (2005, May 30). *City of Thunder Bay - Official Plan.*
 22. Crime Prevention Thunder Bay. (2011). *Action Report 2011-12.*
 23. The City of Thunder Bay.(2009). *City of Thunder Bay Hiring Criteria and Shortlisting Guide.*
 24. The City of Thunder Bay. (2011). *Recruitment, Selection & Hiring at the City of Thunder Bay.*
 25. Other Municipal Age Friendly Reports:
 - a. *Vision for an Age Friendly Edmonton – Action Plan*, Spring 2011, facilitated by Edmonton Seniors Coordinating Council
 - b. *Older Adults Plan 2012-2014*, City of Ottawa

- c. *Global Age Friendly Cities Project*, District of Saanich, British Columbia, Canada World Health Organization's
 - d. *Age Friendly Saskatoon Initiative: Findings*, Saskatoon Council on Aging, February 2012
 - e. *Age Friendly London, A Three Year Action Plan*, Developed by the Age Friendly London Task Force, Fall 2012
 - f. *The Toronto Seniors Strategy Towards an Age Friendly City*, City of Toronto
26. Toni Farley & Associates, commissioned by The District of Thunder Bay Social Services Administration Board. (2011). *Housing Strategy – Under One Roof, Final Report*.
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APPENDIX THREE:
Interviewees

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The City of Thunder Bay Age Friendly Action Plan could not have been developed without the support and commitment of all those involved from early evolution stages of Age Friendly Thunder Bay to the development of this Action Plan. A special thank you is extended to the City of Thunder Bay's management team, the Age Friendly Stakeholder Committee and to all those involved in the previous stages of Thunder Bay's evolution to being an Age Friendly community.

In preparing the internal audit and Age Friendly Action Plan, the following individuals were interviewed or provided information:

- Aaron Park, Senior Social Policy Analyst for the District of Thunder Bay Social Services Administration Board
- Amy Siciliano, Crime Prevention Coordinator
- Greg Alexander, General Manager of Community & Emergency Services
- Beverly Ball, Manager of Recreation & Culture Division
- Brad Adams, Manager of Roads
- Brad Loroff, Manager of Transit Services
- Catherine Aubut, Supervisor of Transit Operations
- Sheelagh Hendrick, Deputy City Clerk
- Lorraine MacPhail, Supervisor – Recruitment & Support Services
- Lisa Beckwick, Acting Director of Corporate Communications and Strategic Initiatives
- Leslie McEachern, Manager of Planning
- Maureen Panizza, Acting Director of Human Resources & Corporate Safety
- Paul Fayrick, Manager of Parks Division
- Age Friendly Stakeholder Committee Members:
 - Kris Woznesensky, Ministry of Citizenship and Immigration, Ministry of Culture and Sports and Recreation Branch of the Ministry of Health Promotion
 - Mary McGeown, Committee Coordinator
 - Randy Moore, Canadian Red Cross Society
 - Ray Riley, Senior Representative
 - Rebecca Johnson, Thunder Bay City Council



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