



# Age-friendly Kingston Stage Two Report - Action Plan

August, 2014



“Currently, there are 700 million people over the age of 60 worldwide, rising to 2 billion by mid-century, when older adults will outnumber children. Depending on how we handle these changes, it may or may not be a silver tsunami. In whatever case, nevertheless, this is a demographic imperative that demands our attention. Relative to the potential contributions of older people to society, it may in fact be a golden opportunity. Indeed, the ability to enable older people to be productive may be the predominant characteristic of the true age-friendly community of the future.”

Philip B. Stafford

**Acknowledgements**

**Age-friendly Advisory Committee:**

- Diane Luck, Chair (Seniors Association Kingston Region)
- Sue Cumming, Vice-Chair
- Councillor Liz Schell
- Patricia Collins (Kingston Coalition for Active Transportation)
- Sue Graham (Council on Aging)
- Kim Hockey (United Way of KFL&A)
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# Introduction



**“An age-friendly city encourages active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age. In practical terms, an age-friendly city adapts its structures and services to be accessible to and inclusive of older people with varying needs and capacities.”**

**WHO 2007**

In late 2011, City Council appointed a Seniors Advisory Committee with a mandate to develop an “Age-friendly” Plan for the City of Kingston in keeping with the theme and direction of the World Health Organization (WHO)’s Age-friendly Cities and Communities Programme.

The WHO Age-friendly Cities and Communities Programme is an international effort to help cities prepare for two global demographic trends: the rapid ageing of populations and increasing urbanization. The Programme targets the environment, social and economic factors that influence the health and well-being of older adults. The City of Kingston became part of the WHO Global Network of Age-friendly Cities in 2012.

According to the WHO, “an age-friendly community benefits people of all ages. Improving air and water quality protects growing children and older persons with environmental sensitivities. Secure neighbourhoods are safe for children, youth, women and older adults. Families experience less worry and stress when their older relations have the services and supports they need. Barrier-free buildings and streets enhance the mobility and independence of both younger and older persons with disabilities. The whole community benefits from the participation of older persons in volunteer or paid work and civic activities. Finally, the local economy benefits from the patronage of older adult consumers.”

The first stage in becoming an Age-friendly city was a planning stage requiring completion of a baseline assessment of the age-friendliness of the city ensuring involvement from older adults in the planning process. City staff prepared a Profile of Older Adults providing socio-demographic information about older adults in Kingston and followed the WHO protocol which adopts a locally-driven and “bottom-up” approach that starts with the lived experience of older persons regarding what is, and what is not, age-friendly, and what could be done to improve the City’s age-friendliness.

Information was collected on the eight domains identified by the WHO through focus groups and then discussions with staff to identify current strengths and planned initiatives. The eight domains are: outdoor spaces and buildings; transportation; housing; social participation; respect and social inclusion; civic participation and employment; communication and information; and community support and health services. While participants presented a range

of perspectives and opinions on the age-friendliness of the City, four themes emerged from the focus group participants, namely:

**“We want to stay in our homes”**

Ensuring the built environment and community supports are in place to allow citizens to live in their homes and their neighbourhoods for as long as they are able.

**“We want to be actively involved in the Kingston community”**

Ensuring transportation is accessible; and affordable recreational, cultural and social opportunities are available across the geographic region.

**“We want to know what is going on and where to get help when we need it”**

Ensuring timely, accessible and clear communication is provided on everything from events to community supports using a variety of methodologies.

**“We want to be respected”**

Ensuring opportunities for seniors to contribute through volunteerism are coordinated; customer service training is provided on the needs of our ageing population and municipal planning activities are carried out through an age-friendly lens.

In total, there were fifty-eight recommendations in the Age-friendly Kingston Stage One Report to address these themes. The recommendations were focused on municipal programs, services and infrastructure as well as suggested partnerships with business and community organizations.

City Council then established an Age-friendly Advisory Committee in 2013 to work with staff to develop this action plan. In consultation with the appropriate City staff, the committee assessed the recommendations in the Stage One Report, determined which recommendations had already been actioned and to what degree by City staff in 2013 and 2014 and which recommendations still required further action in 2015 and 2016.

This Age-friendly Kingston Stage Two Report – Action Plan is a companion document to the Stage One Report and recommends twenty actions for the City of Kingston for 2015 and 2016. The information is presented categorized by the WHO domains. It should be noted that while the focus is on improving the community for older adults, the outcome of these recommendations will benefit people of all ages in the community. This concept was succinctly expressed by Bernard Isaacs who said “design for the young and you exclude the old; design for the old and you include the young.”

Once approved by City Council, this action plan will be submitted to the WHO for their review and endorsement. The next three stages in this five year planning cycle as outlined by the WHO are the implementation of the action plan, progress evaluation and continuous improvement.

## Outdoor Spaces and Buildings



### Recommendations in the Stage One Report

The following ten recommendations were approved in the Stage One Report:

1. Find ways to encourage developers to include public washrooms in development plans.
2. Reinstate the commemorative bench program to encompass major pedestrian routes. Priority consideration to be given to neighbourhoods adjacent to hospitals.
3. Investigate the feasibility of implementing a sidewalk snow clearing program similar to the City of Oshawa giving able-bodied residents more responsibility.
4. Encourage businesses and/or individuals to “Adopt a Bus Shelter/Stop” for snow removal.
5. Investigate public education programs and enhanced by-law enforcement to protect the health and safety of older adults (i.e. Smoking in public places, off-leash dog rules)
6. Investigate creation of an age-friendly business branding including initiatives such as the “Yellow Chair” program & “Stop Gap” to provide friendlier, accessible customer service to older adults.
7. Consider the replacement of all courtesy crosswalks with the installation of signalled pedestrian crosswalks especially at or near the hospitals. In the meantime, initiate a communication program to the public regarding courtesy crosswalks.
8. Ensure the timing of countdown signals is consistent across City.
9. Install benches strategically along King Street between downtown and Kingston General Hospital from the City’s bench program.
10. Investigate the feasibility of constructing pedestrian interconnection pathways between subdivisions and commercial areas.

### Initiatives Undertaken in 2013 and 2014

The following nine initiatives have been undertaken to address the recommendations.

Following each item is a reference to the related recommendation(s) in this domain and others where appropriate.

- Commemorative Bench program was reinstated successfully in 2013 (#2)
- City launched a successful “Snow Angel” Program to recognize citizens helping neighbours with snow clearing (#3)
- Bus stop and shelters snow clearing contract includes wording to ensure timely clearance with the proper equipment (#4)

- No smoking by-law expanded to include outdoor spaces to prohibited public places including parks, beaches, bus shelters and public entrances and Responsible Pet Ownership program launched in 2013 to improve awareness and enforcement (#5)
- Business community through Downtown Kingston, the Chamber and KEDCO continues to provide information, training and resources on accessible customer service and needs of older adults (#6)
- City of Kingston Pedestrian Master Plan is in process (#8)
- Accessible audible traffic signals are installed at every new signalled intersection with consistent timing based on the walking speeds to get across the width of the road. Consideration given to nearby land uses and extends the length in areas where many mobility challenged or slower pedestrians are crossing. (#8)
- Benches continue to be placed across the community to improve walkability. Forty benches to be installed over 5 year period (#9)
- Pedestrian interconnection for neighbourhoods is being done in new secondary plans such as Woodhaven (#10)

### **Recommendations for Action in 2015 and 2016**

The Age-friendly Advisory Committee determined that recommendations #2, #3 and #4 are being sufficiently addressed and therefore no new actions in 2015 and 2016 are being recommended. Recommendation # 10 is addressed in the “Housing” domain recommendations. To address the remaining items, the following four recommendations are being made for action in 2015 and 2016.

- A. That planning staff examine inclusion of public washrooms as a community benefit in the preparation of the Implementation Guide for Height and Density Bonusing (#1)
- B. That the City work with business organizations and the community to implement a “Stop Gap” program locally based on success of this initiative across Canada (constructing and providing free removable ramps) to decrease the physical barriers to accessing buildings in our community and increase accessibility awareness (#6)
- C. That the City continues to improve the safety of pedestrian crossings (#7 & #8) including:
  - i. ensuring major intersections are pedestrian friendly for older adults (ex. wider medians, adjusted signal timings, narrowing intersections)
  - ii. providing more information and education about the crosswalk countdown signal system
  - iii. recommending to the Province that regulatory changes be made to the Ontario Traffic Manual to provide for a variety of standards for pedestrian crossings where there would be a legal requirement for drivers to stop (including mid-block, school crossings, etc.)
  - iv. improving the clarity of the signage for both drivers and pedestrians at courtesy crossings by installing two types of signage: one directed at drivers and placed well in advance of the crossing that warns drivers to watch for pedestrians; and the other directed at pedestrians and placed at the crosswalk that informs pedestrians to watch for vehicles and only cross when it is safe
  - v. prohibiting parking in close proximity to crossing to ensure pedestrian visibility
- D. That City staff examine the feasibility of installing benches in City Park with pathways attached to the sidewalk along King Street. (#9)

# Transportation



## Recommendations in the Stage One Report

The following thirteen recommendations were approved in the Stage One Report. The numbering is a continuation from the Stage One recommendations under Outdoor Spaces and Building and begins with #11.

11. Hold special transit educational/marketing events where older adults can ride for free or for a reduced fare to become more accustomed to using Kingston Transit.
12. Offer “Transit Travel Training” seminars to older adults to explain Kingston Transit and Kingston Access Services.
13. Install accessible mapping in bus shelters.
14. Ensure the provision of accessible taxis as an alternate option for accessible transportation.
15. Ensure the markings for cycling lanes are consistent throughout the City.
16. Investigate the feasibility of segregated bike lanes for areas of the City where design of road network is possible.
17. Communicate the purpose of courtesy seating in Kingston Transit to the public.
18. Designate parking spots for people with health problems that limit mobility (example: for those who cannot walk very far) but who do not qualify for an accessible parking permit).
19. Make available additional accessible parking spots.
20. Enforce parking by-laws for accessible spaces so that their use is restricted to those with a valid accessible parking permit.
21. Reinstate the colour-coded bus routes along with the numbered routes.
22. Consider lowering the speed limit in the downtown area from 50 km/hr. to 40 km/hr.
23. Develop a strategy to address the safety component for the alternative forms of transportation using the roads such as e-bikes, scooters, and electric wheelchairs.

## Initiatives Undertaken in 2013 and 2014

The following eight initiatives have been undertaken to address the recommendations. Following each item is a reference to the related recommendation(s) in this domain and others where appropriate.

- Kingston Transit participated in more than thirty educational events in 2013 highlighting the accessible features of transit and improvements to routes (#11 & #12)

- Municipal Fee Assistance Program (MFAP) provides discounts to low income residents (including seniors) to access transit with approximately 60 senior households accessing program annually (#11, #32, & #35)
- New express routes allow for the realignment of the local services to increase timing on all routes and longer hours of service (#11)
- Annual public meeting was held on December 15, 2013 to discuss the accessibility of Kingston Transit. The annual meeting for 2014 has not yet been scheduled. (#11)
- Improved and larger maps are being installed in bus shelters (#13)
- Three accessible taxis will be available by the end of 2014 (#14)
- Increased bike lane mileage annually as per multi-year plan and bike lane markings now consistent with the provincial standard with tactile warning strips being added over the next few years (#15)
- Information on the proper use of courtesy seating is provided on route maps, rack cards and on the website (#17)

### **Recommendations for Action in 2015 and 2016**

The Age-friendly Advisory Committee determined that recommendations #13, #14, #15, #19, #20 and #21 are being sufficiently addressed and therefore no new actions in 2015 and 2016 are being recommended. Recommendation #17 is also addressed under the “Social Participation, Respect and Social Inclusion, Civic Participation & Employment” domains recommendations.

It was also determined that recommendation #18 is not deemed practical as it is too difficult to define “health problems” beyond the current accessible parking pass provincial standards. Recommendation #22 is not supported because based on information provided by staff and based on monitoring to date; speed is not a concern in the downtown with the current traffic calming measures.

To address the remaining items, the following recommendation is being made for action in 2015 and 2016. Lettering is continued from the recommendations for Outdoor Spaces and Buildings domain.

- E. That City staff continue to work with the Kingston Coalition for Active Transportation (KCAT) on promotion and expansion of active transportation policies, infrastructure and programming throughout the City including but not limited to:
- vi. development of a Cycling and Pathways Master Plan once the Transportation Master Plan is completed (#15 & #16)
  - vii. consideration of the installation of a cycle track as a pilot project to test the uptake and support for this form of cycling infrastructure in the City (#15 & #16)
  - viii. development of informational brochures for distribution at local retailers of e-bikes, e-scooter, and electric wheelchairs to raise awareness about appropriate etiquette when using these devices on the City’s right-of-ways (#23)

# Housing



## Recommendations in the Stage One Report

The following six recommendations were approved in the Stage One Report. The numbering is a continuation from the Stage One recommendations under Transportation and begins with # 24.

- 24. Collaborate with local developers to educate and explore options to meet the housing needs of the ageing population to enable them to age-in-place.
- 25. Continue to provide financial support for the “Kingston Renovates” program to assist older adults to age-in-place and maintain their homes.
- 26. Investigate incentives to encourage builders to build homes and apartments to visitability standards (visitability provides for a minimum level of access that will allow a person using a wheelchair basic access to the ground floor of a home (wider doorways, first floor bed and bath with enough space for two to simultaneously use space).
- 27. Implement new zoning regulations based on a “form-based model” to encourage an age-friendly city which seeks to create active neighbourhoods and districts, where people can walk to shops, transit and services.
- 28. Allow for a greater range of housing options such as home sharing, secondary suites, garden suites (one-unit detached residential structures) in the new zoning by-law.
- 29. Consider universal design or designing for visitability when the Urban Design Policy is implemented

## Initiatives Undertaken in 2013 and 2014

The following eight initiatives have been undertaken to address the recommendations. Following each item is a reference to the related recommendation(s) in this domain and others where appropriate.

- Ten one bedroom units for seniors being built on Canatara Court with affordable rents for at least fifteen years. (#24)
- Forty nine low income senior households were moved into rent-geared-to-income housing in 2013 (#24)
- Kingston Fire and Rescue will make available and provide senior specific fire safety programs to help maintain fire safety in their homes (#24)
- “Point in Time” homelessness count included demographic information in 2014 and found thirteen of the one hundred and six people counted over the age of 55. This information will be used moving forward with homelessness strategies for the most vulnerable in our community (#24 & #28)

- City through its sixteen housing providers maintains 2003 rent-geared-to-income units in the City of Kingston and County of Frontenac with 261 specifically for seniors (#24 & #29)
- Funding provided through Kingston/Frontenac Renovates Program to assist fifteen seniors between 2012-2014 with approximately \$30,000 in forgivable loans for regular home maintenance repairs and another six with \$19,000 in grants for accessibility modifications (#25)
- Funding provided to assist homeowners with costs to create secondary suites with affordable rents; including the “Secondary Suites Municipal Fee Rebate” which provides up to \$7,000 for application fees and the “Secondary Suites Affordable Housing Grant” which provides up to \$15,000 toward the cost of renovations to meet appropriate building and fire code requirements (#25)
- Permitted second residential units for specific areas has been initiated through amendments to Official Plan and existing zoning by-laws (#28)
- Senior citizen residences, secondary suites, group homes and care facilities are identified in the Zoning By-Law Strategy Report are being analyzed and addressed in the new zoning by-law (#28)

### **Recommendations for Action in 2015 and 2016**

The following four recommendations are being made for action in 2015 and 2016. The lettering is a continuation of the lettering from the recommendation under Transportation beginning with the letter “F”.

- F. That affordable housing remain a priority of Council to support a range of housing options for all in the community especially those with lower incomes (#24 & #28)
- G. That City Council continue funding for the Kingston/Frontenac Renovates Program beyond the current three year commitment to assist seniors to age-in-place (#25 & #54)
- H. That specific attention be paid in the new consolidated zoning by-law to the changing demographic and the needs of older adults including:
  - i. Interconnection of pathways between subdivisions and commercial areas (#10)
  - ii. Regulations based on a “form based” model to encourage active neighbourhoods (#27)
  - iii. Wellness facilities within neighbourhoods to serve older adults (#27 & #58)
  - iv. Greater range of housing options such as garden & secondary suites (#28)
  - v. Retirement homes located close to services and residential areas (#29)
- I. That City staff work with the Communication Working Group of the Municipal Accessibility Advisory Committee to develop an informational brochure about how to achieve “visitability” in homes and share the resource with the Kingston Home Builders Association (#26 & #29)

# Social Participation, Respect and Social Inclusion, Civic Participation and Employment



## Recommendations in the Stage One Report

These three domains have been grouped together to address overlap and the following fourteen recommendations were approved in the Stage One Report. The numbering is a continuation from the Stage One recommendations under Housing and begins with #30.

- 30. Develop and/or facilitate the use of current and emerging technologies to connect older adults as well as continued use of traditional methods.
- 31. Expand availability of recreational and social activities for older adults across the community in multiple sites.
- 32. Develop and implement recreational, educational and cultural strategies and programs that respond to emerging needs and interests of the ageing population.
- 33. Develop and implement strategies to encourage businesses and other community stakeholders to support social and recreational activities for older adults.
- 34. Collaborate with the Seniors Association Kingston Region and other service providers for the coordination and promotion of programming and activities for older adults
- 35. Collaborate with community stakeholders and organizations to develop and implement strategies that encourage respect and inclusion of older adults.
- 36. Develop and implement a plan for stakeholders/community organizations to engage, locate and support isolated older adults.
- 37. Investigate the opportunity to host a Human Library event. The Human Library is an innovative method designed to promote dialogue, reduce prejudices and encourage understanding.
- 38. Communicate, promote and expand the Peer Support system for elder abuse within the community.
- 39. Investigate opportunities for graduated retirement strategies to allow for and encourage older employees to remain with the municipality.
- 40. Promote and provide information regarding the volunteer coordination now being carried out by the local United Way so the public and not-for-profit agencies are aware of this resource.
- 41. Utilize alternate advertising methods for volunteer opportunities such as a listserv to not-for-profits agencies.
- 42. Allow for more meaningful contribution and greater participation by utilizing smaller focus groups in varying locations and times when seeking public input into municipal matters.
- 43. Collaborate with community partners to develop meaningful mentoring opportunities for older adults.

## **Initiatives Undertaken in 2013 and 2014**

The following four initiatives have been undertaken to address the recommendations. Following each item is a reference to the related recommendation(s) in this domain and others where appropriate.

- Recreation and Leisure has webpage on the City's website to offer information on programming and services available to seniors and a seniors' page is included in the Leisure Magazine with links to community services as well as municipal programs targeted at seniors. (#30 & #48)
- New voting assistive device technology has been purchased to ensure voting in the municipal election is accessible (#30 & #35)
- Seniors Association Kingston Region has received a two year grant from the Ontario Ministry of Tourism, Culture and Sport to expand offsite programming in the central, east and north areas of Kingston. The project is a partnership with the Council on Aging, the Arthritis Society and CRFC at Queen's University. In addition to developing and delivering offsite programming, a half hour radio show for seniors is being created. (#31- #34)
- New Artillery Park Aquatic Centre is fully accessible with ramped entry/exits to facility and pools, warm therapeutic leisure pool, and a variety of fitness programs and drop in activities geared to older adults and seniors. (#31 & #32)

## **Recommendations for Action in 2015 and 2016**

The Age-friendly Advisory Committee determined that recommendations #41 and #43 are sufficiently addressed and therefore no new actions in 2015 and 2016 are recommended. It was determined that recommendation #39 was an internal municipal matter and outside of the scope of this committee. Recommendation #40 is addressed under the "Communication" domain. The following six recommendations are being made for action in 2015 and 2016, continuing the lettering from the Housing domain and beginning with the letter "J".

- J. That City staff continue to collaborate and support service providers such as the Seniors Association Kingston Region to expand recreational, educational and social activities for older adults across the community; develop strategies that encourage respect and inclusion of older adults; and catalogue meaningful mentoring opportunities (#32, #34, #35 & #43)
- K. That the City examines new or expanded opportunities to recognize and provide in-kind and/or financial support to organizations and groups serving older adults and encourage social participation and inclusion. (#30, #33, #36, #38, & #57)
- L. That City staff work with community stakeholders to plan a Human Library event similar to those held in Ottawa, Lanark and Hamilton. The event creates an opportunity for people from diverse backgrounds to act as living books that are made available for loan to readers for conversation (#37)
- M. That the City continues to raise public awareness through advertisements and other methods about the importance of being courteous including stopping at courtesy crosswalks and the use of courtesy seating on buses (#17 & #35)
- N. That the City examines the unique needs of our rural residents and means of service provision for this population to meet their needs within their communities. (#30 & #31)
- O. That when public input is sought by the municipality, that a variety of methods are considered including smaller and/or targeted meetings (#42)

# Communication and Information



## Recommendations in the Stage One Report

The following eight recommendations were approved in the Stage One Report. The numbering is a continuation from the Stage One recommendations under Social Participation, Respect & Social Inclusion and Civic Participation and Employment and begins with #44.

- 44. Develop and implement a single community calendar with local events, fundraisers and activities similar to the “1-Calendar” created by the City of Leduc.
- 45. Host Open House Senior Days at Recreation Centres, City Hall, Fire and Police facilities to engage older persons and improve the awareness of services offered while creating a social connection between municipal staff and citizens.
- 46. Investigate the need for an “information line” for seniors to help meet their concerns and better address their enquiries through a staff person as an alternative to computerized options.
- 47. Develop a pamphlet on Age-friendly customer service guidelines or strategies with the support of local businesses and senior serving organizations.
- 48. Ensure the City’s Leisure Magazine is available in accessible formats.
- 49. Develop an Age-friendly Listserv similar to the Accessibility Listserv.
- 50. Bring together stakeholders to develop and implement a comprehensive, coordinated municipal communication model to address the needs of older adults.
- 51. Develop age-friendly communication guidelines and templates for service providers ensuring that these tools address the diversity of the senior population.

## Initiatives Undertaken in 2013 and 2014

The following two initiatives have been undertaken to address the recommendations. Following each item is a reference to the related recommendation(s) in this domain and others where appropriate.

- Open house and special events are held annually by Public Works and other City departments to improve awareness of municipal services (#45)
- The Leisure Guide will be available in an accessible format for the fall of 2014 (#48)
- Approximately one third of City staff have been trained in how to create accessible documents and City has established accessible document templates and standards (#48)

## Recommendations for Action in 2015 and 2016

The Age-friendly Advisory Committee determined that recommendations #45, #47, #48 and #51 are being sufficiently addressed and therefore no new actions in 2015 and 2016 are being recommended.

To address the remaining items the following recommendation is being made for action in 2015 and 2016. Lettering is continued from the recommendations for Social Participation, Respect & Social Inclusion, and Civic Participation & Employment domains beginning with the letter “P”.

- P. In the development of the City’s Communication Strategy, the following be considered to meet the needs of older adults and especially those who are isolated:
- i. promote the services already available such as 211 community information service, volunteer program at United Way, the City’s e-mail list-serve and the City’s radio station (#40, #46 & #50)
  - ii. work with United Way and 211 staff to find ways to improve the 211 website to make it a more user-friendly service for an aging demographic similar to Edmonton initiative that created a portal for information relevant to seniors in the community (#46 & #50)
  - iii. work with other communication staff across the community to examine the possibility of creating a single event calendar similar to the award winning “1Calendar” in Leduc, Alberta (#44)
  - iv. continuous improvement to the municipal website to make information more accessible (#40, #41, #46, #49, #50, & #51)

## Community Support and Health Services



### Recommendations in the Stage One Report

The following seven recommendations were approved in the Stage One Report. The numbering is a continuation from the Stage One recommendations under Communication and Information and begins at #52.

52. Promote the availability of 2-1-1 to access community information.
53. Create a portal on the City’s website with information about how and where to access community services and supports for older adults.
54. Develop and expand the co-ordinated home support and maintenance services to assist seniors to age-in-place.
55. Investigate use of models such as time-banking to address financial barriers to accessing services.

56. Consideration be given to new retirement homes located close to services and residential areas to allow residents to remain integrated in the community.
57. Advocate to higher levels of government for expanded supports and funding for health and community services for the ageing population, especially those with special needs (i.e. mental health).
58. Investigate the establishment of wellness centres within neighbourhoods to serve older adults.

### **Initiatives Undertaken in 2013 and 2014**

The following three initiatives have been undertaken to address the recommendations. Following each item is a reference to the related recommendation(s) in this domain and others where appropriate.

- Invista has a cardiac rehabilitation program available through referrals from Hotel Dieu Cardiac Rehabilitation Care program. (#53 & #57)
- City continues to work with the United Way and 211 to make improvements and ensure that 211 is known and utilized by the community (#52)
- Fifty-four Kingston residents over the age of 60 were aided with a dedicated subsidy for homemaking services in 2013, to assist them to live independently in their homes (#54)

### **Recommendations for Action in 2015 and 2016**

The Age-friendly Advisory Committee determined that recommendation #55 was outside of the scope of the committee and not a municipal responsibility. Recommendations #52 and #53 are addressed in the “Communications” domain and recommendations #54, #56 & #58 are addressed under the “Housing” domain. No further action items are being recommended under this domain.

## **Implementation, Monitoring and Future Planning**



### **Recommendations for Action in 2015 and 2016**

In addition to the recommendations for action under the WHO domains, the Age-friendly committee is recommending the following additional four actions beginning with the letter “Q”.

- Q. That City staff prepare an Age-friendly Progress Report in 2015 and 2016 on the status of all recommended actions in this report to ensure accountability to the community and meet the progress evaluation component of the WHO planning cycle
- R. That the City carry out an evaluation of the age-friendliness of the community at the end of 2016 incorporating best practice research tools from other age-friendly communities to identify strengths and needs for future age-friendly planning and meet the continuous improvement component of the WHO planning cycle

- S. That the City continues the initiatives noted from 2013 and 2014 that enhance the age-friendliness of our community
- T. That the City encourages and assists in the development of a community-based Age-friendly committee to broaden the mandate beyond municipal programs and services and to meet the requirements of the WHO, it must include senior community members.

## Summary of Recommendations for Action in 2015 and 2016 from the Age-friendly Advisory Committee



The Age-friendly Advisory Committee is recommending the following twenty actions for 2015 and 2016 to continue to address the age-friendliness of the City of Kingston.

- A. That planning staff examine inclusion of public washrooms as a community benefit in the preparation of the Implementation Guide for Height and Density Bonusing (#1)
- B. That the City work with business organizations and the community to implement a “Stop Gap” program locally based on success of this initiative across Canada (constructing and providing free removable ramps) to decrease the physical barriers to accessing buildings in our community and increase accessibility awareness (#6)
- C. That the City continues to improve the safety of pedestrian crossings (#7 & #8) including:
  - i. ensuring major intersections are pedestrian friendly for older adults (ex. wider medians, adjusted signal timings, narrowing intersections)
  - ii. providing more information and education about the crosswalk countdown signal system
  - iii. recommending to the Province that regulatory changes be made to the Ontario Traffic Manual to provide for a variety of standards for pedestrian crossings where there would be a legal requirement for drivers to stop (including mid-block, school crossings, etc.)
  - iv. improving the clarity of the signage for both drivers and pedestrians at courtesy crossings by installing two types of signage: one directed at drivers and placed well in advance of the crossing that warns drivers to watch for pedestrians; and the other directed at pedestrians and placed at the crosswalk that informs pedestrians to watch for vehicles and only cross when it is safe
  - v. prohibiting parking in close proximity to crossing to ensure pedestrian visibility
- D. That City staff examine the feasibility of installing benches in City Park with pathways attached to the sidewalk along King Street.
- E. That City staff continue to work with the Kingston Coalition for Active Transportation (KCAT) on promotion and expansion of active transportation policies, infrastructure and programming throughout the City including but not limited to:
  - i. development of a Cycling and Pathways Master Plan once the Transportation Master

Plan is completed(#15 & #16)

- ii. consideration of the installation of a cycle track as a pilot project to test the uptake and support for this form of cycling infrastructure in the City (#15 & #16)
  - iii. development of informational brochures for distribution at local retailers of e-bikes, e-scooter, and electric wheelchairs to raise awareness about appropriate etiquette when using these devices on the City's right-of-ways (#23)
- F. That affordable housing remain a priority of Council to support a range of housing options for all in the community especially those with lower incomes
- G. That City Council continue funding for the Kingston/Frontenac Renovates Program beyond the current three year commitment to assist seniors to age-in-place
- H. That specific attention be paid in the new consolidated zoning by-law to the changing demographic and the needs of older adults including:
- i. Interconnection of pathways between subdivisions and commercial areas
  - ii. Regulations based on a "form based" model to encourage active neighbourhoods
  - iii. Wellness facilities within neighbourhoods to serve older adults
  - iv. Greater range of housing options such as garden & secondary suites
  - v. Retirement homes located close to services and residential areas
- I. That City staff work with the Communication Working Group of the Municipal Accessibility Advisory Committee to develop an informational brochure about how to achieve "visitability" in homes and share the resource with the Kingston Home Builders Association
- J. That City staff continue to collaborate and support service providers such as the Seniors Association Kingston Region to expand recreational, educational and social activities for older adults across the community; develop strategies that encourage respect and inclusion of older adults; and catalogue meaningful mentoring opportunities (#32, #34, #35 & #43)
- K. That the City examines new or expanded opportunities to recognize and provide in-kind and/or financial support to organizations and groups serving older adults and encourage social participation and inclusion
- L. That City staff work with community stakeholders to plan a Human Library event similar to those held in Ottawa, Lanark and Hamilton. The event creates an opportunity for people from diverse backgrounds to act as living books that are made available for loan to readers for conversation
- M. That the City continues to raise public awareness through advertisements and other methods about the importance of being courteous including stopping at courtesy crosswalks and the use of courtesy seating on buses
- N. That the City examines the unique needs of our rural residents and means of service provision for this population to meet their needs within their communities
- O. That when public input is sought by the municipality, that a variety of methods are considered including smaller and/or targeted meetings
- P. In the development of the City's Communication Strategy, the following be considered to meet the needs of older adults and especially those who are isolated:

- i. promote the services already available such as 211 community information service, volunteer program at United Way, the City's e-mail list-serve and the City's radio station
  - ii. work with United Way and 211 staff to find ways to improve the 211 website to make it a more user-friendly service for an aging demographic similar to Edmonton initiative that created a portal for information relevant to seniors in the community
  - iii. work with other communication staff across the community to examine the possibility of creating a single event calendar similar to the award winning "1Calendar" in Leduc, Alberta
  - iv. continuous improvement to the municipal website to make information more accessible
- Q. That City staff prepare an Age-friendly Progress Report in 2015 and 2016 on the status of all recommended actions in this report to ensure accountability to the community and meet the progress evaluation component of the WHO planning cycle
- R. That the City carry out an evaluation of the age-friendliness of the community at the end of 2016 incorporating best practice research tools from other age-friendly communities to identify strengths and needs for future age-friendly planning and meet the continuous improvement component of the WHO planning cycle
- S. That the City continues the initiatives noted from 2013 and 2014 that enhance the age-friendliness of our community
- T. That the City encourages and assists in the development of a community-based Age-friendly Committee to broaden the mandate beyond municipal programs and services and to meet the requirements of the WHO, it must include senior community members

