



## CITY OF OTTAWA – OLDER ADULT PLAN 2015-2018

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**Vision:** Ottawa is an age-friendly and caring community that values the contributions of older adults, offers a broad range of opportunities for active living, and provides supports that are responsive to the diverse needs and choices of older adults.

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### 1. Outdoor Spaces and City Buildings

**Goal:** Older adults navigate the natural and built environments safely and with ease.

**Objectives:**

- Improve access to City buildings
- Improve access, features and safety of outdoor spaces
- Encourage the application of age-friendly principles in the community

**Actions:**

- Action 1 Install age-friendly/accessibility features in existing City facilities highly frequented by older adults
- Action 2 Assess the level of accessibility of City facilities
- Action 3 Install designated parking spaces for older adults at one or more City facilities
- Action 4 Develop strategies to inform older adults about the locations of public washrooms located in City buildings
- Action 5 Install additional benches on existing sidewalks and pathways, using a defined strategy
- Action 6 Prioritize and repair sidewalks, based on findings from walkability assessments completed by older adults
- Action 7 Make age-friendly improvements and designate one existing City park per year as “age-friendly”
- Action 8 Develop and install exercise signs (using existing park amenities) in selected city parks

- Action 9 Pilot an awareness campaign to encourage businesses to create more accessible, safe and age-friendly environments and promote the use of temporary entrance ramps
- Action 10 Promote the City's accessibility design standards and site plan control checklist with external stakeholders to encourage the application of age-friendly principles in the community

## 2. Transportation and Mobility

**Goal: Older adults have the ability to travel within Ottawa.**

**Objectives:**

- Improve access to public transportation
- Improve safety of pedestrians

**Actions:**

- Action 11 Make on-street bus stop accessibility improvements
- Action 12 Make Transitway station bench and seating improvements
- Action 13 Promote discounted and no fare public transit options to seniors
- Action 14 Review Para Transpo Service Standards
- Action 15 Review and adjust crossing times at large/busy intersections
- Action 16 Increase promotion of grit box program
- Action 17 Install additional pedestrian signal technology to existing signalized intersections
- Action 18 Implement measures to reduce sidewalk cycling and encourage safe sharing of pathways with pedestrians

## 3. Housing

**Goal: Older Adults have access to a range of housing options that meet their personal needs.**

**Objectives:**

- Support the housing needs of older adults who are on low income

- Encourage the application of age-friendly principles in the community

**Actions:**

- Action 19 Increase the number of affordable rental housing units for seniors
- Action 20 Support low income senior homeowners to age in place through the Ontario Renovates Program
- Action 21 Establish a new affordable housing development that has community supports in place
- Action 22 Review the standards for City-contracted facilities (Domiciliary Hostels)
- Action 23 Educate and raise awareness of the development industry to encourage the building of adaptable, age-friendly homes
- Action 24 Encourage the application of an older adult lens in Community Design Plans

#### 4. Communication and Information

**Goal: Older adults and caregivers have access to the right information when needed.**

**Objective:**

- Improve access to municipal information about programs and services

**Actions:**

- Action 25 Educate front-line staff about City programs and services targeting older adults
- Action 26 Reach out to older adults from diverse backgrounds to inform them about City programs and services for older adults
- Action 27 Strengthen and develop additional means to share municipal information for older adults
- Action 28 Print a guide of recreational and cultural activities
- Action 29 Develop a campaign to promote and educate older adults about 211, 311, and 911
- Action 30 Integrate, consider and select the most appropriate communications tactics for older audiences, in corporate communications plans

## 5. Social, Recreational, and Cultural Participation

**Goal: Older adults have opportunities for active living, lifelong learning, and community participation in convenient and responsive environments.**

### **Objectives:**

- Increase health, wellness, recreational, cultural, and social offerings targeting older adults
- Encourage participation of low income and socially isolated older adults in cultural, recreational, and leisure pursuits
- Enhance equipment and infrastructure used by older adults at City recreation facilities
- Enhance operational practices and programming

### **Actions:**

- Action 31 Develop a falls prevention exercise continuum that will provide options for older adults at different fitness levels
- Action 32 Develop a program to offer one-on-one computer and technology assistance and tutoring by teens
- Action 33 Develop and pilot new fitness, health and wellness, cultural, and arts program offerings targeting older adults
- Action 34 Implement measures to facilitate the participation of older adults who are socially isolated or living on lower incomes in recreational and cultural pursuits
- Action 35 Install older adult specialized fitness equipment in selected recreation facilities
- Action 36 Harmonize program offerings, fees, and other operating practices across City-operated seniors' centres
- Action 37 Adjust program offerings in selected City facilities, based on a review of demographic data in surrounding communities

## 6. Civic Participation and Volunteering

**Goal: Older adults are involved in and actively contribute to their community.**

### **Objectives:**

- Increase volunteer opportunities that meet the interests of older adults
- Improve promotion of volunteer opportunities at the City of Ottawa

**Actions:**

- Action 38 Develop volunteer community champions to raise awareness about City programs and services for older adults
- Action 39 Promote volunteering opportunities for older adults

## 7. Community Support and Health Services

**Goal: Older adults have convenient access to an integrated system of support services.**

**Objectives:**

- Enhance well-being and safety promotion and prevention efforts
- Enhance supports for older adults living on low income

**Actions:**

- Action 40 Develop and implement measures to facilitate food access, food skills and physical activity in older adults
- Action 41 Develop and implement measures to foster mental health and dementia friendly services for older adults
- Action 42 Develop and provide emergency preparedness tools, resources and training to older adults
- Action 43 Implement the Older Adult Well-Being Checklist by City employees
- Action 44 Develop and implement measures to increase fire safety in older adult homes
- Action 45 Provide free dental care to older adults on low income

## 8. Respect and Social Inclusion

**Goal: The City of Ottawa is committed to enhancing respect and inclusion of older adults in its service delivery**

**Objectives:**

- Enhance City of Ottawa staff awareness about older adult issues and needs
- Foster positive attitudes towards older adults
- Enhance elder abuse prevention efforts
- Reinforce organizational capacity to ensure that the City is responsive to the needs of older adults

**Actions:**

- Action 46 Sensitize and educate City personnel about older adult issues
- Action 47 Celebrate Ottawa older adults during seniors' month (June) and on National Seniors Day (October 1)
- Action 48 Select one senior a year for the Ontario Senior of the Year Award
- Action 49 Develop at least two initiatives to prevent and address elder abuse
- Action 50 Provide City employees with demographic and other information to ensure planning takes into account the needs of older adults
- Action 51 Reconstitute the Seniors Roundtable