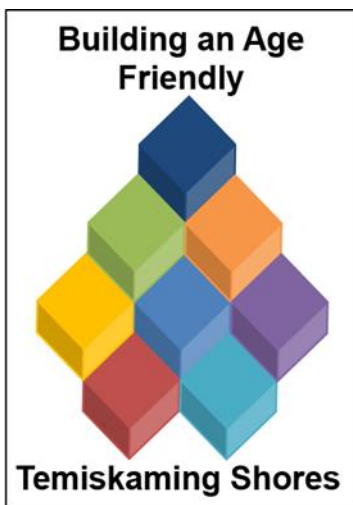




# AGE FRIENDLY 2021 PROGRESS REPORT

City of Temiskaming Shores and Area

Making Temiskaming Shores More Age Friendly  
Through collaboration and cooperation



# Table of Contents

<b>Vision Statement</b>	2
<b>Contact Information</b>	2
<b>Accomplishments &amp; Highlights</b>	3
<b>Eight Focus Areas of Age Friendly Communities</b>	6
<b>Communication &amp; General Information</b>	7
<b>Social Participation</b>	8
<b>Transportation</b>	9
<b>Housing</b>	11
<b>Outdoor Spaces &amp; Public Buildings</b>	12
<b>Respect &amp; Social Inclusion</b>	14
<b>Volunteering, Employment, Civic Participation</b>	15
<b>Community Supports &amp; Health Services</b>	16
<b>Thank you!</b>	18



## Vision Statement

"Promote an inclusive, accessible, safe and respectful community; that enables independence, health and wellness and full participation at all stages of ageing while celebrating diversity".

"Promouvoir une communauté inclusive, respectueuse, accessible et sécuritaire favorisant l'autonomie, la santé, le bien-être et la pleine participation à toutes les étapes du vieillissement tout en célébrant la diversité".

## Contact Information

For more information or to get involved:

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## Accomplishments & Highlights

### Creation and distribution of the Community Guide

The “Community Services for Older Adults” guide was developed highlighting services available to older adults in Temiskaming Shores & Area. Copies have been distributed through community partners and is available online in both French & English. Provincial funding has been approved to update the guide that will be developed, printed and redistributed in 2021.

French:

<https://www.temiskamingshores.ca/en/resident/resources/Age-Friendly/FR-fevrier-2019-e-version.pdf>

English:

<https://www.temiskamingshores.ca/en/resident/resources/Age-Friendly/EN-Summer-2020-e-version.pdf>

### Developed 1-800 number for transportation

Developed and promoted a 1-800 number as a single call for those 60 and over who require transportation. Temiskaming Home Support assists in finding appropriate transportation locally and out-of-town.



## Free Transportation

Free transit was offered in October 2019 for the Federal Election provided by Age Friendly. The Age Friendly Committee brainstormed ideas for improvements and items to be addressed to the Temiskaming Transit Committee in February 2020.

## Travel training

Travel training was held in the fall of 2019 to promote and educate on the bus route of the transit system. Training occurs once a year in the fall.

## Palliative care suite opens at the Temiskaming Hospital

[https://temiskaming-hospital.com/tem/images/media\\_room/press\\_releases/20170112\\_MediaRelease-PalliativeCareSuiteCombined.pdf](https://temiskaming-hospital.com/tem/images/media_room/press_releases/20170112_MediaRelease-PalliativeCareSuiteCombined.pdf)

## Get Active Program is now municipally funded

Expansion and growth of local activities include pickleball, indoor walking at Ecole Catholique Secondaire Sainte-Marie in New Liskeard and at Northern College in Haileybury and line dancing.

## Benches installed in identified areas

Installation of 3 benches in the downtown core of New Liskeard/North Cobalt/Haileybury.



## Communication enhancements

Distribution of the “Community Services for Older Adults” guide to ensure older adults have access to information required. Monthly Coffee Hours serve as a means of connecting local older adults with local services providers in informal settings. There has also been an effort to use social media as a platform for disseminating current information to the community at large as well as a monthly newsletter.



## Eight Focus Areas of Age-Friendly Communities

According to the World Health Organization (WHO), an age-friendly City has both the physical and social structures in place to allow older adults to maintain a high quality of life. The WHO developed 8 categories to be considered when looking at creating an Age Friendly community. The “Age Friendly Community Plan” for the City of Temiskaming Shores and Area reflects the specific opportunities of the community regarding the following 8 categories. Officially becoming a WHO member as an age-friendly City in the spring of 2019. A Recreation Master Plan was conducted in 2020 with a research consultant company to study what is needed and wanted in the community; the study will assist with applying for funding and the direction the community hopes to go to with recreation benefiting everyone in the community.

## Timeframes

The Timeframes” identified in the plan are separated into 3 categories, best representing the time frame expected to achieve the “Action Item” outlined.

“Short Term” indicates 1-3 years;

“Medium Term” indicates 3-7 years and;

“Long Term” indicates 7-10 years



## Communication & General Information

Opportunity	Action Items	Timeframe	April 2020 Status
<b>Create a sustainable source for all information related to older adults</b>	Ensure all information is provided online and in print format	Short	Ongoing
	Work towards having all information available in both French and English	Short	Ongoing
	Create a community guide that contains all information pertaining to older adults	Medium	Action needs updating
<b>Implement and evaluate the Age Friendly Community Plan</b>	Implement an Age Friendly Coordinator to assist in implementation and evaluation of the plan	Short	Complete
	Evaluation and report to the public yearly, the accomplishments of the 'Plan'	Short	Ongoing
	Join the World Health Organizations Age Friendly Network	Medium	Complete
	Update the plan to reflect progress in implementation and changes in the community. Recreation Master Plan was conducted in the spring of 2020 which will make improvements for recreation and the entire community.	Long	





# Social Participation

Opportunity	Action Items	Timeframe	April 2020 Status
<b>Improve access to recreation and social programming aimed at improving the quality of life of older adults</b>	Promote service providers to offer 'Try it days' or open houses	Short	Complete
	Expand existing opportunities to include programs for older adults identified in this study that are not currently being offered in the community (i.e. indoor walking)	Short	Complete
	Advertise the accessible feature of programs and modifications that can be made for older adults with physical or mental challenges	Short	Ongoing
	Work with older adults to remove barriers (cost, transportation and skill level) to participation	Medium	Ongoing
	Expand pathways and trails to encourage physical activity and provide a means of getting to/from activities	Long	Ongoing
	Create partnerships to develop an Older Adult Centre (stand alone or part of a community hub)	Long	Ongoing
<b>Improve communication about social and recreational opportunities</b>	Develop a system for compiling leisure opportunities	Short	Complete
	Develop a system for sharing information on leisure opportunities, such as a calendar. GetActive calendar	Short	Complete
	Implement an Age Friendly Coordinator to assist in implementation and evaluation of the plan.	Short	Complete

# Transportation

Opportunity	Action Items	Timeframe	April 2020 Status
<b>Increase coordination among transit service providers</b>	Develop a comprehensive document to raise awareness of local transportation providers	Short	Complete
	Encourage transit providers to meet at least twice yearly to share information and continue shared promotion of services	Short	Fall 2020?
	Develop a 1-800 number to call for information about transit services for older adults	Medium	Complete
<b>Increase awareness of existing transportation services</b>	Create and deliver a public education campaign to improve confidence and comfortability with public transportation (i.e. Travel Training program)	Short	Ongoing
<b>Encourage community wide change in culture regarding public and accessible transit</b>	Promote public transportation as an eco-friendly, cost saving option to driving a personal vehicle	Medium	Pending Funding
	Encourage community champions to take transportation services	Long	Pending Funding
<b>Support agencies in reducing transportation barriers to participate in community events</b>	Encourage organizers to consider transportation at early stages of planning	Short	Complete
	Encourage organizers to consider providing free or low-cost transportation to events targeting older adults	Medium	Ongoing



<b>Improve the existing Public Transit system to be more Age Friendly</b>	Present to the Transit Committee with Older Adults to share their perspective.	Short	Complete
	Improve amenities at bus stops to include: a) benches & shelters; b) signage with bus pick up times	Medium	Ongoing
	Move or add transit stops closer to places where groups of older adults live	Medium	Ongoing
	Consult older adults on updating the transit schedule to be more use friendly	Medium	Ongoing
	Expand the transit route and frequency of buses	Long	Ongoing
<b>Develop strategies to make accessing out of town transportation easier and more affordable</b>	Encourage providers to coordinate services to make connections easier for older adults when travelling out of town	Short	Ongoing
	Encourage the expansion of affordable, accessible out of town transit providers	Medium	Ongoing
	Reach out to neighbouring municipalities to explore a bus service into Temiskaming Shores for medical, shopping, recreation, etc.	Medium	Ongoing
	Support organizations in lobbying the Provincial government to increase compensation for out of town medical appointments	Long	Ongoing
<b>Improve access to door-to-door in town transportation</b>	Encourage existing providers to expand their fleet of vehicles and hours of operation (evening and weekends)	Medium	Complete
	Encourage new providers to make available door to door transportation to fill in current gaps in service	Medium	Complete

# Housing

Opportunity	Action Items	Timeframe	April 2020 Status
<b>Develop partnerships to increase the number of affordable housing units for older adults</b>	Ensure contractors have access to the findings of this study when planning for new development	Short	Ongoing
	Work with municipal planning department to ensure zoning by-laws affecting housing match the needs of older adults	Medium	Ongoing
	Develop partnerships between all levels of government and private entities to construct more apartments for older adults including rent geared to income, market rate (based on CMHC's maximum rent levels), and affordable units	Long	In progress New DTSSAB buildings full
	Have the City assist contracts with developments that benefit older adults, for example: free or decreased price land, tax breaks, permit assistances, etc.	Long	Ongoing
<b>Improve awareness of housing for older adults</b>	Create a directory of housing options indicating who manages them and how to access each option. Located in the Community Services for Older Adults booklet.	Short	Complete
	Create a directory of services to assist older adults to stay in home including support services, tax credits, etc. Located in the Community Services for Older Adults booklet.	Short	Complete

## Outdoor Spaces & Public Buildings

Opportunity	Action Items	Timeframe	April 2020 Status
<b>Develop and expand pedestrian friendly features to increase walkability</b>	Increase the number of benches & seating areas along pathways, walking routes and shopping areas. Including bus stops	Short	Ongoing
	Develop strategies to ensure prompt snow removal of snowbanks from downtown parking areas and transit stops	Short	Ongoing
	Increase safety of pedestrian crossings	Short	Ongoing
	Investigate feasibility of increasing year-round maintenance of roads and sidewalks/pathways	Medium	Ongoing
	Develop a Recreation Master Plan including active transportation (e.g. walking, cycling, wheeling)	Medium	In-progress
	Create a Community Map outlining key features including washrooms, trails/pathways, etc.	Medium	Action
	Create and expand multi-use pathways and/or sidewalks as roads are created or repaired	Long	Action
<b>Increase access to public washrooms</b>	Create partnerships with local businesses to increase access to washroom facilities in public areas (especially businesses with accessible washrooms)	Short	Ongoing
	Create strategies to ensure clear communication about when public washrooms will be open and closed (daily & seasonally) and where they are located	Short	Action

<b>Ensure the needs of older adults are considered when designing new or upgrading existing public buildings and open spaces</b>	Create partnerships to start a ramp project to assist businesses with one or two stair entrances/exits	Short	Ongoing
	Adapt an Age Friendly Business guide with input from local businesses as a resource	Medium	Ongoing
	Create a Chamber of Commerce 'Age Friendly Businesses' award to encourage businesses to become Age Friendly	Medium	Action
	Improve parking for older adults across Temiskaming Shores by increasing the number of accessible parking spots, creating senior only parking spaces and/or paving existing parking lots	Medium	Ongoing
	Explore the possibility to initiate an Age Friendly Business program (i.e. recognition, identification, accreditation)	Long	In progress
	Recommend the City to continue making accessible upgrades to municipal buildings and park spaces beyond AODA requirements	Long	Ongoing



## Respect & Social Inclusion

Opportunity	Action Items	Timeframe	April 2020 Status
<b>Increase the number of intergenerational programs</b>	Create partnerships between older adult and youth organizations to offer more intergenerational programs. (Timiskaming Child Care programs, Cyber Seniors)	Short	Ongoing
<b>Continue to encourage positive interactions between older adults and community members</b>	Continue to showcase older adults in a positive light and acknowledge them for their accomplishments	Short	Ongoing
	Encourage service providers and business staff to educate themselves on best practices for serving older adults	Medium	Action



## Volunteering, Employment, Civic Participation

Opportunity	Action Items	Timeframe	April 2020 Status
<b>Increase access to volunteer opportunities for older adults</b>	Create a 'Volunteer of the Month Award' to showcase the amazing volunteers in the community	Short	Deferred
	Develop a central system for advertising and finding volunteer opportunities	Medium	In Progress
	Investigate ways to remove barriers to volunteering including affordability	Medium	Ongoing
<b>Improve access to employment information and training for older adults (who wish to work)</b>	Develop a coordinated approach for disseminating information to older adults about employment and training opportunities	Medium	Action
	As part of the Age Friendly Business guide, develop resources for employers to learn about the value of older adults in the workplace	Medium	Action
<b>Encourage older adults to participate in civic affairs</b>	Encourage older adult participation by asking for their input, especially on matters that affect them directly	Short	Ongoing
	Strive to consult older adults yearly on the Age Friendly Community Plan	Short	Ongoing
	Advocate all levels of government to consider providing free transportation to polling stations during an election	Medium	Action



## Community Supports & Health Services

Opportunity	Action Items	Timeframe	April 2020 Status
<b>Improve access to and experience with the health care system</b>	Encourage partnerships to create a Hospice room in Temiskaming Shores	Medium	Complete
	Make accessing transportation for medical appointments easier and reasonably priced	Medium	Ongoing
	Advocate government to increase funding for community supports	Medium	Pending???
	Educate older adults about the opportunity to connect with a physician via telemedicine.	Medium	Action
	Assist the Physician Recruitment Committee to attract new physicians to the area	Long	As needed
<b>Encourage more collaborative information sharing amongst agencies</b>	Encourage more open communication among agencies that provide services to older adults	Medium	Ongoing
<b>Raise awareness of programs and services</b>	Create a coordinated guide for older adults of health services provided in the community (part of community guide)	Short	Complete
	Encourage 'peers talking to peers' to change the culture of asking for help	Medium	Ongoing

<b>Raise awareness and access to prevention and education programs</b>	Encourage the creation of a pedestrian friendly community (see Outdoor Spaces and Public Buildings)	Medium	Ongoing
	Coordinate prevention and education opportunities through community partners about preventing declining health	Medium	Ongoing
<b>Improve awareness of and access to home care supports to encourage older adults to stay in their home</b>	Create awareness about the importance of looking out for your neighbour (including snow, yard and general wellbeing).	Short	2020
	Create partnerships with the local 'Stay On Your Feet' coalition to assist older adults in identifying and removing hazards to living safely in the home	Short	Complete
	Educate older adults that they can self-refer for certain services (i.e. - Home and Community Care and Home Support)	Short	Ongoing
	Encourage education about services and eligibility for in-home services such as: house cleaning, small home repairs, personal care, etc.	Medium	Ongoing
	Advocate for increased Provincial and Federal funding to provide necessary assistance for older adults	Medium	As needed
	Work with existing organizations to break down barriers to accessing services and encourage older adults to ask for help	Medium	Ongoing
	Advocate to make accessible features standard in new construction	Long	Complete d

# Thank you!

For more information or to get involved:

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