Age-friendly Kitchener Action Plan
2018 Progress Report

A community where we can live well and age well.
Age-friendly Kitchener Action Plan 2018 Progress Report

Age-friendly communities enable older adults to actively age in their homes, neighbourhoods and communities through considering the impacts of programs, services, policies and infrastructure on aging residents. Age-friendly communities value and respect the diverse needs and interests of older adults and actively include them in decision making. This benefits all residents regardless of age.

The Mayor’s Advisory Council for Kitchener Seniors (MACKS) is pleased to provide a progress report of the Age-friendly Kitchener Action Plan implementation for 2018. This report will outline the various actions to be achieved over the next 5 years as Kitchener moves towards the vision of being a community in which we can all “live well and age well”. The status of each action in the plan is indicated as: “Completed (green)”, “In progress/ongoing (yellow)” or “Work to commence in following years (orange)”. Priorities have been identified based on feedback from the Age-friendly Kitchener community engagement results. For more details on the Age-friendly Kitchener Action plan visit www.kitchener.ca/afc or call 519-741-2200 ext. 5081 for a print copy.

Age-friendly Kitchener at a Glance

Community Engagement to inform action plan

- **4** Focus Groups; 110 Participants
- **5** Retirement Homes Surveyed
- **7** Community Programs Surveyed
- **1200** People Provided Feedback
- **35** City of Kitchener Staff Engaged

Kitchener’s 55+ Population

- **23.6%** of the total population in 2011, or **51,815** individuals
- **29.7%** of the total population by 2031, or **77,353** individuals
<table>
<thead>
<tr>
<th>Priority</th>
<th>Sub-Category</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessible and Affordable Neighbourhoods</td>
<td>Age-friendly Neighbourhood Planning</td>
<td>Improve access to programs and services for older adults at the neighbourhood level</td>
<td>✔ ✔ ✔ ✔</td>
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<tr>
<td></td>
<td>Promote Leisure Access Service</td>
<td>Educate and develop awareness of Kitchener’s Leisure Access Service</td>
<td>✔ ✔</td>
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<td></td>
<td>Age-friendly Parks, Trails and Outdoor Spaces</td>
<td>Create intergenerational opportunities and experiences for our parks, trails and public spaces</td>
<td>✔</td>
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<td></td>
<td>Sidewalk Maintenance</td>
<td>Explore opportunities to improve sidewalk maintenance and snow clearance to support older adults to remain active, engaged and safe in their neighbourhoods.</td>
<td>✔ ✔ ✔ ✔</td>
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<tr>
<td></td>
<td>Transportation Training Program</td>
<td>Partner with the Region of Waterloo to offer transit and LRT training workshops</td>
<td>✔</td>
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| Access to Information | Age-friendly Communication | Provide timely information in a variety of formats and languages | ✔ ✔ ✔ ✔ |
| | Age-friendly Information on City Website | Develop a dedicated centralized source of information for older adults | ✔ ✔ |
| | Improved Technology Literacy | Collaborate with community partners to promote digital access and literacy | ✔ |

| Belonging | Age-friendly Volunteering Opportunities | Develop and provide supportive and inclusive City-wide volunteering opportunities for older adults of all abilities | ✔ ✔ |
| | Community Ambassador Program | Create welcoming City facilities, develop meaningful volunteer Ambassador roles in locations visited by older adults | ✔ |
| | Supportive and Inclusive Programs and Activities | Engage and partner with organizations to provide programming opportunities that reflect the diversity of Kitchener’s older adult population | ✔ ✔ ✔ |
| | Community Engagement | Support inclusion of Age-friendly practices through the development of the Special Outreach Strategy | ✔ |
| | Older Adult Recognition | Heighten recognition and celebration of older adults in the community | ✔ ✔ ✔ |
| | Business Recognition Through Community Partnerships | Develop a training and recognition program for businesses who provide exceptional Age-friendly customer service through community partnerships | ✔ ✔ |

| Connectedness and Well-Being | Block Connector Approach | Develop and implement the “Block Connector Approach” to connect socially isolated older adults to their community and to services | ✔ ✔ |
| | Neighbourhood Links | Explore the feasibility of “Neighbourhood Links” which seek to provide services and supports to older adults in their neighbourhoods through community partnerships | ✔ |
| | Prevention and Education | Expand older adult driven prevention and education workshops | ✔ ✔ ✔ |

| Age-friendly Kitchener | MACKS | Collaborate with City Staff to provide ongoing oversight of the Age-friendly Kitchener Action Plan including development of an Age-friendly lens to decision making and annual progress report. | ✔ |
| | Coordination of Grants Opportunities | Coordinate the City’s approach to applying for external grants related to older adults to maximize Age-friendly planning | ✔ |

* Priorities have been identified by MACKS based on feedback from the Age-friendly Kitchener community engagement process.

- ✔ Completed
- ✔ ✔ In progress/ongoing
- ✔ ✔ ✔ Work to commence in following years
Age-friendly Kitchener Decision Making Lens

The intent of this tool is to guide decision making through an Age-friendly lens. The principles and considerations below have been identified in collaboration with older adults to promote and support their inclusion in all areas of civic life. Through building these principles into plans, policies and daily work we will move Kitchener closer to being a community in which we can all “live well and age well.”

Prepare
Prior to engaging in decision making processes, do we have a clear understanding of the:
- Populations impacted? (age, abilities, geography, income, gender, diversity)
- Pros and cons?
- Long-term benefits and outcomes?

Communicate and Collaborate
Who and when do we need to engage/collaborate with?
How are we going to engage?
How do we communicate engagement opportunities?
Are the methods of engagement accessible and appropriate for the population impacted?

Determine
Age-friendly Principles
Is the process, policy, program or service?
- Accessible (Barrier free, convenient, welcoming, accommodating)
- Safe (Secure, physically, emotionally, risk-free)
- Affordable (Cost effective, good value, reasonable, attainable, fee assistance)
- Inclusive (Geographically, culturally, linguistically, appropriate for diverse needs and backgrounds)

If no, then the decision might not be age-friendly and additional consideration or planning in one of the 4 principles is required.

Age-friendly Considerations
If yes, does this process, policy, program or service also promote?
- Civic engagement
- Independence
- Social connections within neighbourhoods and/or the community
- Intergenerational connections
- A positive image of aging

Inform and Evaluate
Following the decision did we?
- Inform those impacted of the outcomes?
- Communicate the new decision to stakeholders using varied methods of communication? (digital, print, face-to-face, telephone)
- Determine ways to evaluate the outcomes and impacts of the decision?

For more information on Kitchener’s Age-friendly Action Plan visit www.kitchener.ca or call 519-741-2200 x 5345