

# AGE-FRIENDLY WINDSOR



## Draft FINAL REPORT

**Livability, Lifestyles and Well-being**  
3rd Report to the Community  
2014-2017

Prepared by: The Age-friendly Windsor Network,  
a subcommittee of The Windsor Seniors Advisory  
Committee



# AFW Executive Summary

It is widely acknowledged that the world's population is getting older. Increased life expectancy and the vast numbers of people who comprise the Baby Boomer generation are two of the primary reasons. As a person ages, they are more likely to experience health changes and physical limitations that present challenges to their enjoyment and full engagement within their community. A key strategy is our cities must become age-friendly.

The World Health Organization (WHO) defines an age-friendly city (AFC) as one that encourages active aging by optimizing opportunities for health, participation and security in order to enhance quality of life as people age (WHO, 2007). Older adults should be included in all aspects of community life and be recognized for the valuable contributions they make. In 2005, the WHO created the Global Network of Age-Friendly Cities and Communities (GNAFCC) project which identified core characteristics of an age-friendly city in eight areas of urban life that communities can strive for to become designated as age friendly. The eight core areas of urban life 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.

In November 2009 Windsor's Senior Advisory Committee (SAC) embarked on the rigorous AFC process conducting a community assessment which was presented to City Council in its 'Report to the Community June 2011'. The Action Plan was then developed and endorsed by the Mayor and City Council. The Mayor's Office and Chief Administrative Officer submitted an application for Windsor's membership in the WHO Global Network of Age-friendly Cities and Communities (GNAFCC). In June 2012, the City of Windsor became a member, joining over 200 other cities and communities worldwide and supporting the Province of Ontario's age-friendly initiative. The Age-friendly Windsor Network was formed as a collaboration of older adults, community stakeholders, and municipal representatives all dedicated to carrying out the recommendations outlined in the City of Windsor's Age-friendly Action Plan (2014-2017).

The following report outlines our status (achieved, not achieved, ongoing, needs more work) on the 65 recommendations from the Action Plan that the AFW Network worked on to complete over the past 3 years. Below are just some specific highlights to the many accomplishments that have developed from the various recommendations outlined in the report:

## 2017 Final Report - Highlights

1. As of November 2016, 96% of the city's sidewalks have dropped curbs.
2. Received federal funding for 157 new bus shelters which will be solar powered with light inside.
3. Residents can phone 211 Ontario or visit the 211 Ontario website to find information regarding home maintenance services, senior move management specialists or other community resources.
4. Partnership between Windsor Essex Community Health Centre and the Windsor Essex County Health Unit to promote and distribute a resource that helps older adults exercise safely at home: 'Exercises at the Kitchen Sink'.
5. Biz X awards has started annual awards to businesses who have dedicated services to seniors called "Biz Dedicated to Seniors' Services."
6. Council on Aging developed a training tool for staff at businesses to learn how to provide more Age-friendly services. It can be delivered anytime.
7. The Unemployed Help Centre of Windsor Inc. offers 8 week programs called Targeted Initiative for Older Adult Workers ages 55-64.
8. Community Gardens grew to 57 sites. Thousands of pounds of food were shared with the community informally and through food rescue programs.
9. Large-scale, multi-sectoral, collective impact initiative underway to make Windsor Canada's most compassionate community. <http://compassionatecarecommunity.com>



Dear Fellow Windsorites,

This report represents the work of many individuals over the past 5 years. The Age-friendly Windsor Network is comprised of approximately 40 representatives from various community stakeholder groups committed to serving older adults in Windsor and Essex County. They collaborated to execute the action plan.

We are excited about the response from community stakeholders who eagerly lent their expertise to the plan and were willing to work on the things the community had suggested! This plan gives not-for-profit organizations, municipal departments, community service providers and business one common vision and unified direction for aging within our community over the next few years. We committed to a process of continual improvement in order to ensure that people could enjoy a high quality of life throughout their entire lives.

In June 2017 this report will be presented to City Council highlighting all the great things that were accomplished as a community and as a municipality. It will then be sent to the World Health Organization as fulfillment of our first 5 year planning cycle, including the 3 year Action Plan. The Age-friendly Network executed the plan with all 65 recommendations reported on in all 8 Domains. We are truly a 'City of All Ages.'

Yours truly,

**Celia Southward, M.A., M.Ed., O.M.C., C.F.E.E.**  
**Chairperson**  
**Age-friendly Windsor Network**



Dear Fellow Windsorites,

The Windsor Seniors Advisory Committee (SAC) is pleased to present its Final Report of the completed three year Action Plan 2014 to the WHO Global Network of Age-Friendly Cities.

SAC is grateful to the Mayor, Council and Administration for its support for the AFC process and particularly to the AFW Network for the drafting of the Final Report. Specific gratitude is extended to SAC member, Celia Southward, for her perseverance in managing the work of the AFW Network.

In November 2009 SAC embarked on the rigorous AFC process conducting a community assessment which was presented to Windsor City Council in its 'Report to the Community June 2011' and subsequently in October to a Seniors Forum from which the AFW Network was constituted and undertook the preparation of the Action Plan. In June 2012 SAC's efforts were recognized when Windsor became a member of the WHO Global Network of Age-Friendly Cities.

SAC pledges, with continuing support from City Council and Administration, to furthering its purpose of "improving the quality of life for seniors in Windsor" through implementation of the enclosed WHO AFC Action Plan 2014 and on-going consultations with our senior community and Network.

Yours truly,



**Sally Bennett Olczak, M.A.**

**Chairperson**

**Windsor Seniors Advisory Committee**

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# 1. Introduction

The initial concept of the Global Age-friendly Cities project was developed by the World Health Organization in 2005. For more information on the frequently asked questions about Age-friendly Communities, see Appendix A. It is widely acknowledged that the world's population is getting older. Increased life expectancy and the vast numbers of people who comprise the Baby Boomer generation are two of the primary reasons. Our world is changing. Our city is changing.

As a population of more than 210,000, Windsor is Canada's southernmost city sharing its border with Detroit, Michigan. Windsor has a distinctly Canadian sense of identity that includes our status as one of Canada's most culturally diverse cities. Like most cities, we are beginning to show our age. In fact, according to 2011 census data, 1 in 3 of us is currently over the age of 50. As a result, the Age-friendly Windsor Project was born, officially, in 2010 when the Windsor Seniors' Advisory Committee applied for and received a one year grant to jumpstart a bottom-up and top-down approach to creating a more age-friendly Windsor. The Seniors Advisory Committee continues to oversee this project and the Age-friendly Windsor Network.

In June 2012, Windsor was designated as a member of the World Health Organization's Global Network of Age-friendly Cities and Communities (GNAFCC). Prior to our application to the GNAFCC, we started from scratch by asking older Windsorites to give us their impression of how Windsor could enhance its age-friendliness. You can see the results of those surveys in the report titled *Age-friendly Windsor, Report to the Community: An environmental assessment*. These results were the basis upon which the Action Plan was built. Therefore, if you are an older Windsorite who met someone from our project along the way, you may see some of your own suggestions (perhaps reworded, slightly) included in this plan.

## **Windsor is a Leader**

Windsor has been credited with implementing such innovative practices as:

- The establishment of a Seniors Advisory Committee as a Committee of Council
- Becoming the 6<sup>th</sup> Ontario municipality to become a member of the GNAFCC.
- Participating in the development of a provincial age-friendly resource, *Finding the Right Fit: Age-friendly Community Planning*.
- Presenting at provincial/international conferences.
- Mentoring other cities beginning their age-friendly journeys.
- "Partnering with other community funders like the United Way and the Local Health Integration Network to provide funding for Centres for Seniors Windsor (now Life After Fifty)" (AMO, 2011).



“This is the first time I ever recall having been asked my opinion on matters that concern my city and neighbourhood. Keep it up!”  
- Resident Response



## Background

The following represents a timeline of activities around the Age-friendly Windsor project from its conception.

YEAR	PROGRESS
2009	<p><b>May 2009</b> - The Ontario Seniors' Secretariat conducted an Age-friendly Communities workshop at the Annual Conference of the Ontario Gerontology Association at which time they announced a provincial tour of seven cities including Windsor.</p> <p><b>November 2009</b> - Windsor, in partnership with the Ontario Seniors' Secretariat, hosted a regional Age-friendly Communities forum with approximately 85 attendees from various stakeholder groups as well as older members of the community</p>
2010	<p>Windsor Seniors Advisory Committee, a committee of Windsor City Council, decided to initiate the Age-friendly movement in Windsor with an application to the New Horizons for Seniors Program (NHSP).</p> <p><b>November 2010</b> - SAC received notification it was successful in its endeavour and was granted \$24,425.00 from NHSP to begin the process.</p>
2011	<p>Work began to introduce the concept of age-friendliness to Windsor through public education events, media interviews and articles in local publications.</p> <p><b>Public Consultations</b></p> <ul style="list-style-type: none"> <li>• 20 focus groups were conducted during which participants completed an in-depth survey asking them to rate Windsor's age-friendliness. Some people also completed the surveys and submitted them separately.</li> <li>• 200 surveys were completed in total.</li> <li>• Hundreds of anecdotes were collected.</li> </ul> <p><b>Stakeholder Consultations</b></p> <ul style="list-style-type: none"> <li>• 61 stakeholders were consulted to begin educating them about the process and to start thinking about opportunities that may exist.</li> </ul>



<p><b>2012</b></p>	<p><b>June 2012</b> – City Council proclaims June as Seniors’ Month in Windsor.</p> <p><b>June 2012</b> - Age-friendly Windsor Project’s <b>1<sup>st</sup> Report to the Community: Environmental Scan of Age-friendliness</b> was received by City Council and made available to the public.</p> <p><b>June 2012</b> – The Mayor’s Office and Chief Administrative Officer submitted an application for Windsor’s membership in the WHO Global Network of Age-friendly Cities and Communities.</p> <p><b>June 29, 2012</b> - Windsor became a member of the WHO Global Network of Age-friendly Cities and Communities.</p> <p><b>October 1, 2012</b> - 1<sup>st</sup> Flag-raising at Windsor City Hall Square commemorating International Day of Older Persons.</p> <p><b>October 17, 2012</b> - A group of like-minded organizations, including members of various departments in the City of Windsor, came together to coordinate a planning forum called <b>Age-friendly Windsor: Moving Ahead</b>. This forum brought together 45 representatives from various organizations to begin brainstorming opportunities for improvement based on the findings of the environmental scan.</p>
<p><b>2013</b></p>	<p><b>February 2013</b> – Minutes from the Age-friendly Windsor: Moving Ahead forum are made available to the public.</p> <p><b>March 2013</b> - Inaugural meeting of the Age-friendly Windsor Network, a subcommittee of the Windsor Seniors Advisory Committee. An aggressive schedule of meetings was established for the purpose of creating the Action Plan.</p> <p><b>September 2013</b> - Action Plan was received at the quarterly meeting of the Seniors’ Advisory Committee.</p> <p><b>November 2013</b> - Draft Action Plan adopted by City Council.</p>
<p><b>2014</b></p>	<p><b>Spring 2014</b> – All City departments assign age-friendly designate and meet to discuss feasibility of action plan recommendations.</p> <p><b>Spring 2014</b> – A collaborative process between the community and municipality result in a final draft of the action plan.</p> <p><b>June 2014</b> – Mayor and Chief Administrative Officer submit final Action Plan to the World Health Organization GNAFCC for approval.</p>



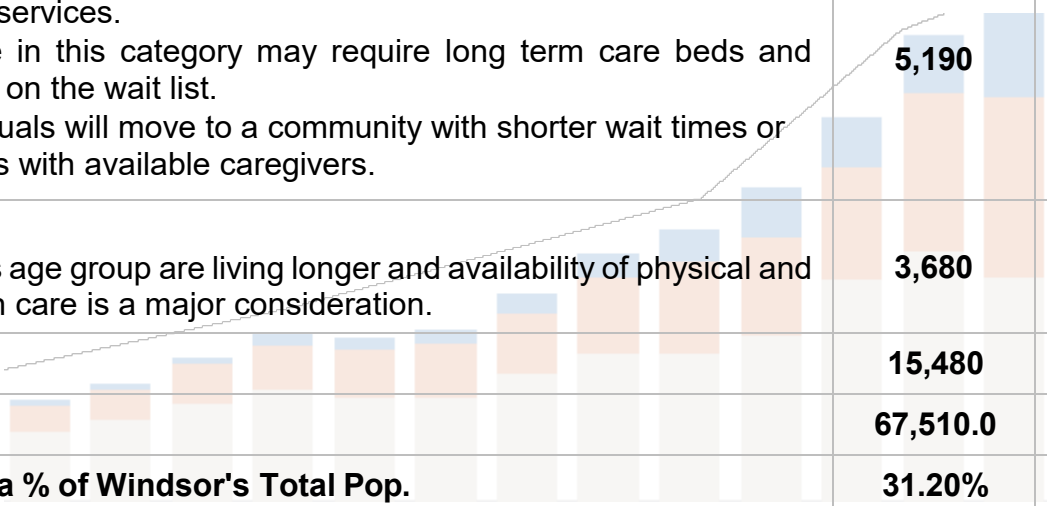
<p><b>2015</b></p>	<p><b>January 2015</b> - Windsor joins the Southern Ontario Age Friendly Network.</p> <p><b>September 2015</b> - Monthly meetings to report progress on Action Plan begin.</p> <p><b>Summer 2015</b> - City adopts 20 Year Strategic Vision.</p>
<p><b>2016</b></p>	<p><b>October 1, 2016</b> - Annual Flag-raising at Windsor City Hall Square commemorating International Day of Older Persons becomes permanent event for the Seniors Advisory Committee.</p>
<p><b>2017</b></p>	<p><b>January 2017</b> - Data collection compiled for the Final Report of the activities for the recommendations in the Action Plan.</p> <p><b>February 2017</b> - Draft Final Report tabled at the quarterly meeting of the Seniors' Advisory Committee.</p> <p><b>February 2017</b> - City Council approves the Seniors Advisory Committee request regarding a commitment to develop a new plan of action (duration 5 years) along with associated indicators to the World Health Organization Network of Age-friendly Cities for the second implementation period.</p> <p><b>May 2017</b> - Draft Final Report received at the quarterly meeting of the Seniors' Advisory Committee.</p> <p><b>June 2017</b> - Draft Final Report adopted by City Council.</p> <p><b>June 2017</b> - Mayor and Chief Administrative Officer submit Final Report to the World Health Organization GNAFCC for approval.</p>

## 2. A Portrait of Aging In Windsor

As the table below demonstrates, many age categories of residents 50+ saw increases and, in some cases, significant increases between 2006 and 2011 census data although the total population of Windsor, Ontario, saw a decrease of 1.03% during that time. The table also describes key concerns for each age group.

Item	2006	2011	Change
<b>Total Population</b>	<b>216,473</b>	<b>210,891</b>	<b>-1.03%</b>
<b>50-54</b> <ul style="list-style-type: none"> <li>Working people in this age category are planning for retirement, financially and in other ways.</li> <li>People in this age group are sometimes caregivers of older parents.</li> </ul>	<b>14,060</b>	<b>15,640</b>	<b>11.2%</b>
<b>55-59</b> <ul style="list-style-type: none"> <li>Average age of retirement in Windsor is 58.</li> <li>Retirees are active and have a wide range of interests.</li> <li>People in this age group are often caregivers of older parents.</li> <li>People in this age group are making plans for later life needs.</li> </ul>	<b>12,665</b>	<b>13,680</b>	<b>8.0%</b>
<b>60-64</b> <ul style="list-style-type: none"> <li>People in this age group can be retired, still working, or looking to explore later-career employment and volunteer options.</li> <li>Health promotion and illness prevention are important.</li> </ul>	<b>9,770</b>	<b>12,410</b>	<b>27.0%</b>
<b>65-69</b> <ul style="list-style-type: none"> <li>Now eligible for full retirement benefits, many people in this age group look towards contributing to their communities through unpaid/volunteer labour. Some continue working in paid environments.</li> <li>Retirees in this age-group are active with diverse needs.</li> <li>Health is important as are healthy living options.</li> </ul>	<b>8,260</b>	<b>9,270</b>	<b>12.2%</b>

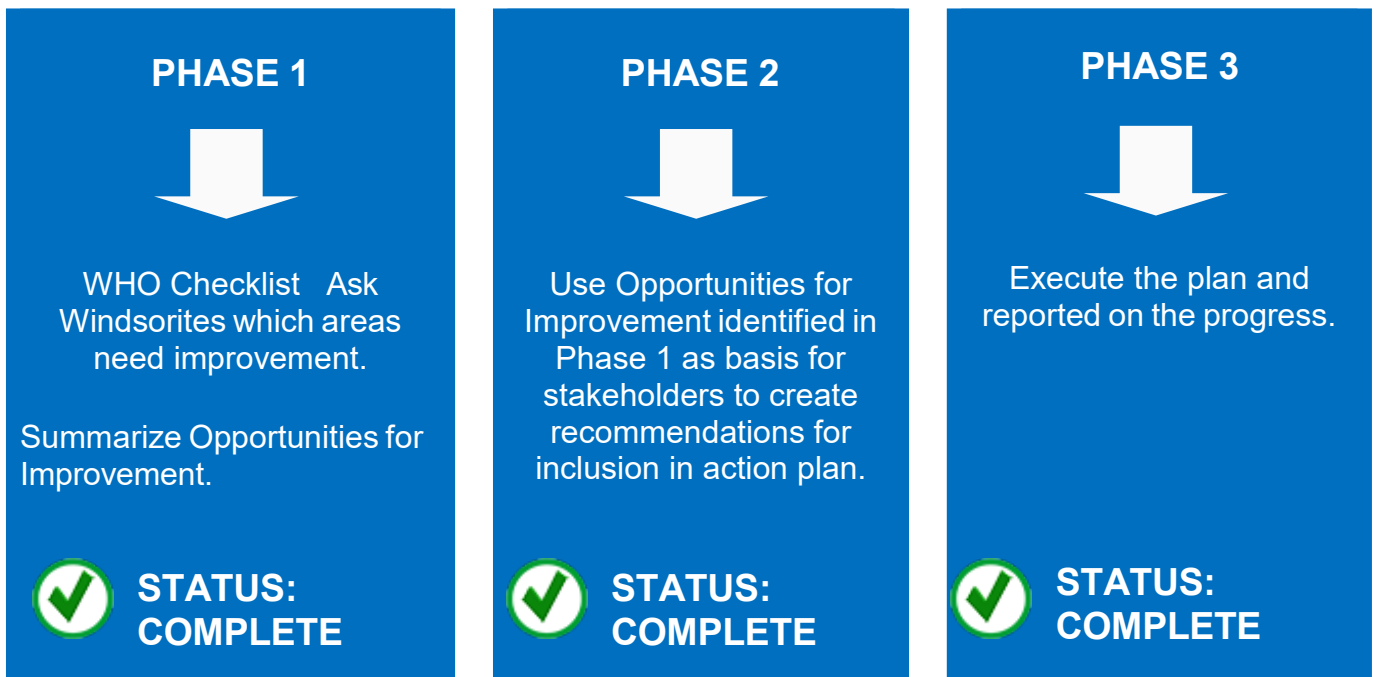
Item	2006	2011	Change
<b>65-69 cont...</b> <ul style="list-style-type: none"> <li>• Many people in this age group are caregivers of frail, older parents.</li> <li>• Many people in this age group are "empty-nesters" with no dependents living at home, and are considering what type of neighbourhood and housing options will suit their long-term post-retirement needs.</li> </ul>			
<b>70-74</b> <ul style="list-style-type: none"> <li>• Healthcare is a consideration.</li> <li>• Financial concerns, costs for service, and making disposable retirement income dollars stretch as far as they can are a concern.</li> <li>• Home modifications to suit changing lifestyle needs are a consideration.</li> <li>• A search for suitable, "right-sized" retirement housing may begin.</li> </ul>	<b>7,275</b>	<b>7,710</b>	<b>6.0%</b>
<b>75-79</b> <ul style="list-style-type: none"> <li>• Mental and physical healthcare maintenance are crucial.</li> <li>• Availability of supports becomes a concern.</li> </ul>	<b>6,610</b>	<b>6,365</b>	<b>-3.8%</b>
<b>80-84</b> <ul style="list-style-type: none"> <li>• Many people in this age category remain living in the home of their choice with support services.</li> <li>• Many people in this category may require long term care beds and service while on the wait list.</li> <li>• Some individuals will move to a community with shorter wait times or move to cities with available caregivers.</li> </ul>	<b>5,190</b>	<b>5,140</b>	<b>-1.0%</b>
<b>85+</b> <ul style="list-style-type: none"> <li>• People in this age group are living longer and availability of physical and mental health care is a major consideration.</li> </ul>	<b>3,680</b>	<b>4,700</b>	<b>27.7%</b>
<b>Total 75+</b>	<b>15,480</b>	<b>16,205</b>	<b>4.7%</b>
<b>Total 50+</b>	<b>67,510.0</b>	<b>74,915</b>	<b>10.91%</b>
<b>50+ population as a % of Windsor's Total Pop.</b>	<b>31.20%</b>	<b>35.50%</b>	<b>4.3%</b>



### 3. About This Report

As the diagram below indicates, this plan represents the third phase. The results of phase 1 can be found in the *Report to the Community: An environmental scan of Windsor's age-friendliness*. In this, second *Report to the Community: Age-friendly Windsor Action Plan*, you will find the results of Phase 2 which represents a follow-up to Phase 1.

Phase 3, represented by this Final Report, is a summary of all of the progress cited in the recommendations of the Action Plan.



The recommendations contained in this plan fall into three main categories covering the eight domains:

#### 1 LIVABILITY

The first three domains address the built environment that makes our communities and neighbourhoods livable. The way our communities are designed and built will make them more or less accessible to users and can have a dramatic impact on quality of life. They are:

- Outdoor Spaces and Buildings
- Transportation
- Housing

## 2 LIFESTYLES

The second three domains address how people maintain active lifestyles, have fun and engage with their neighbourhoods and with the community at large. They are:

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

## 3 WELL-BEING

The last two domains are critical to maintaining an overall sense of well-being, accessing services when needed and returning to health as quickly as possible. They are:

### Communication and Information Community and Health Services

In each domain, we will provide a list of the associated items from the WHO Checklist of Essential Features of Age-friendly Cities taken from the WHO Age-friendly Cities Guide. As well, we will bring forward the “opportunities for improvement” that were identified by the public and highlighted in Windsor’s first *Age-friendly Windsor: Report to the Community - An environmental scan of age-friendliness*.

Many of the recommendations presented may overlap with other areas but it was chosen for placement in the area it was felt would be most impacted by that recommendation.

**Implementation cycle** – This plan brings forward recommendations that are proposed for implementation prior to June 2017.



## 4. Key Trends

Two major themes have emerged from the work on age-friendly communities in Windsor.

### A. Changing Health Needs of Aging Windsorites

As of 2011 Canadian census data, individuals aged 50 and better comprise 35% of our population. Approximately 45,000 individuals in Windsor are members of the Baby Boomer generation, the first of whom started turning 65 in 2011. Within the next 10 years, Baby Boomers will begin to require primary and mental health care that will tax our already-straining community support services, hospitals and long term care wait lists. This immense pressure will continue for decades to follow. Unfortunately, Stats Canada has not released the 2016 Census Data.

There are a few ways to minimize this impact:

1. **Increase the number of services**, hospitals, long term care beds, etc.
  - Work with the Erie-St. Clair Local Health Integration Network (a member of the Age-friendly Windsor Network) to keep it apprised of issues and opportunities that arise as identified to us by older Windsorites and the stakeholders that serve them.
2. **Build capacity for existing services** (i.e. make it easier for services to provide the support they currently offer)
  - Include, in the action plan, ways to alleviate the stress felt by some existing service providers.
3. **Leverage the power of the older consumer** to attract new age-friendly business and services to the area and enhance the age-friendliness of existing businesses.
  - Include, in the action plan, methods for working with local service providers to educate local business and attract new service providers to the area.
4. **Ease demand** by keeping people healthy and happy with intervention, when needed, offered as early as possible.
  - Include strategies that, once implemented, will provide long term benefits to Windsorites that will assist with keeping people healthy and returning to health as soon as possible.

### B. Communication Links

People, in all stages of their development, with all levels of ability, regardless of any characteristics that make them unique, desire to connect to their communities and have their needs met. They do this through any number of ways but what they all have in common is a need for information.

Living in the information age has fortunate and unfortunate side effects. For one, information is readily available to those who know how to find it. Older adults, as they age, need to find the information they require, when they require it, using the method that best suits them. This trend touches each of the eight domains of community life and is visible in the recommendations throughout this report.

## 5. Alignment With Other Plans

Aging represents the most significant and powerful trend currently impacting our community. As such, it will have a major influence on decision-making and policy development.

In 2015, Windsor published its' 20 Year Strategic Plan. Here is our perspective as to how The Age-friendly Windsor Action Plan fits within these guidelines.

### 1. Reputation

WINDSOR WILL BE A DYNAMIC PLACE OF CIVIC PRIDE AND A HUB FOR INNOVATION, CULTURE AND CREATIVITY AND ATTRACTIVE FOR PEOPLE OF ALL AGES

- a. Encouraging Windsor's sense of civic pride as a key part of its regeneration and approach to tourism.
- b. Promoting Windsor as a small city with big city advantages due to its strategic border location.

### 2. Quality of Life

WINDSOR WILL PROVIDE A HIGH QUALITY OF LIFE FOR ALL, SUPPORTED BY SUSTAINABLE GROWTH AND A VIBRANT, CARING COMMUNITY

- a. Planning for development to connect the city together—both green spaces and built form.
- b. Strengthen neighbourhoods to ensure that they are safe, caring and meet needs of residents.
- c. Creating the conditions to alleviate poverty and ensuring a high quality of life is for all.
- d. Continuing to support citizens with diverse needs in all stages of life and create accessible environment v. Promoting choices that support a healthy environment.
- e. Planning for integrated transit and transportation options with consideration for regional opportunities.
- f. Promoting walking and cycling as healthy and environmentally-friendly modes of transportation.
- g. City Council and staff will continue to dedicate itself to the satisfaction of existing residents and improving the efficiency of service delivery.



### 3. Measurable Outcomes

The Action Plan listed expected outcomes against which progress was measured and reported on, both to Windsor City Council and the World Health Organization in 2017.

As well, the 20 Year Strategic Plan tracks benchmarks in a number of areas that correlate nicely with the desired outcomes of the plan.

This plan nicely aligns with Corporate Operational Activities:

CITY OPERATIONAL ACTIVITIES (as taken from Corporate Strategic Plan)	AREAS OF THIS ACTION PLAN WHICH ADDRESS THESE ACTIVITIES
Economic Development	Outdoor Spaces and Buildings Housing Civic Participation and Employment Community Support and Health Services
Social Development	Housing Social Participation
Environmental Protection	Outdoor Spaces and Buildings
Transportation	Outdoor Spaces and Buildings Transportation
Health, Recreation and Culture	Social Participation Respect and Social Inclusion
Public Safety	Outdoor Spaces and Buildings Community Support and Health Services
Public Engagement	Civic Participation and Employment Communication and Information Respect and Social Inclusion
Internal Services	Civic Participation and Employment (with respect to age-sensitivity in employment and volunteer recruitment)



## 6. Overview of the Findings

As the Network was tracking the progress of the 65 recommendations in the Action Plan, it became clear that not all of them were at the same point of development in time over the 3 years. Some took longer than others. A visual tracking system was used for easy identification in the Domains.

Achieved



Ongoing



Needs more work



Not Achieved



The Windsor Age-friendly Network decided to use this colour coding system.

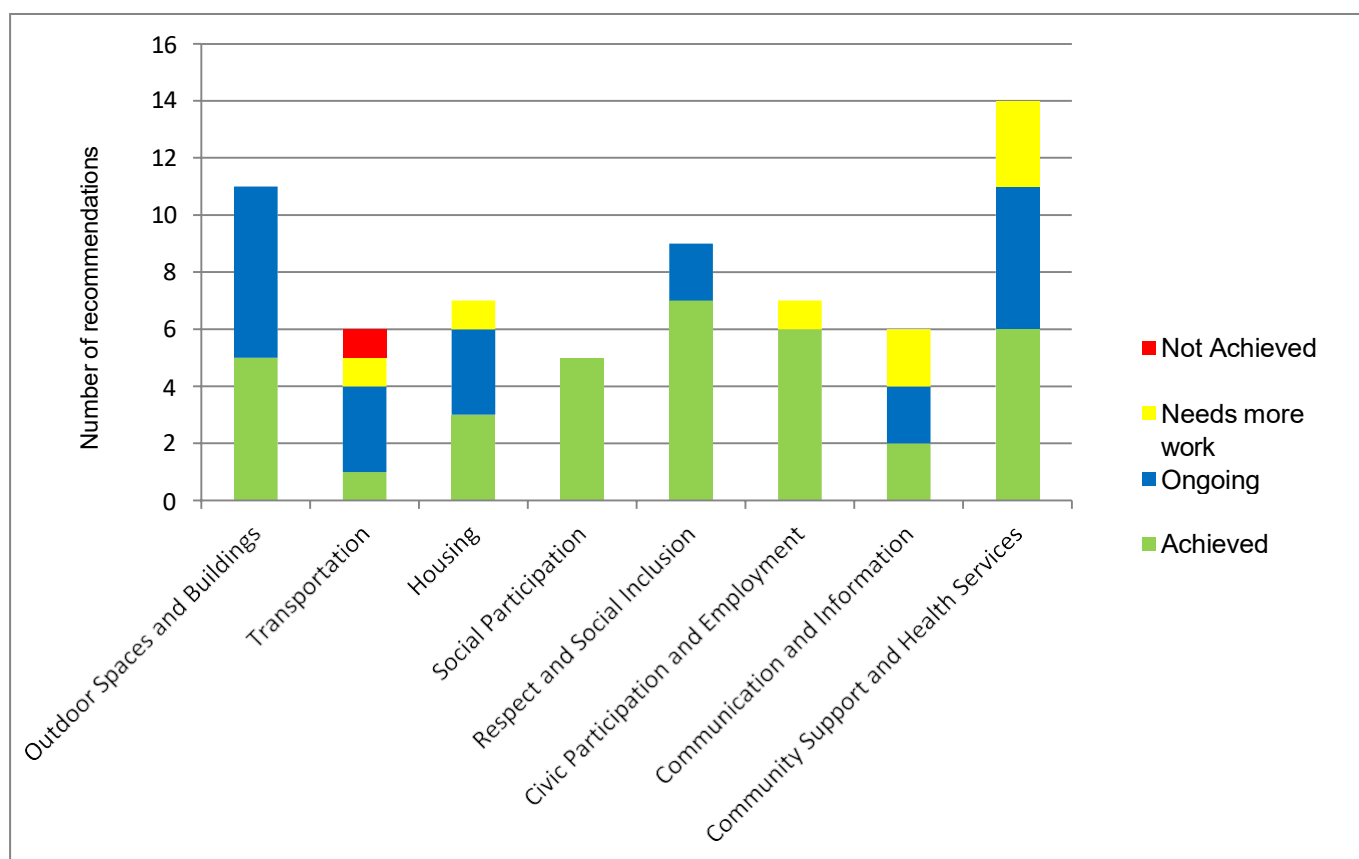
Achieved - means task completion.

Ongoing - means task completion but task keeps repeating and requires continuous execution.

Needs more work - means task has many parts to complete and not all of them are completed.

Not achieved - means it will not be done.

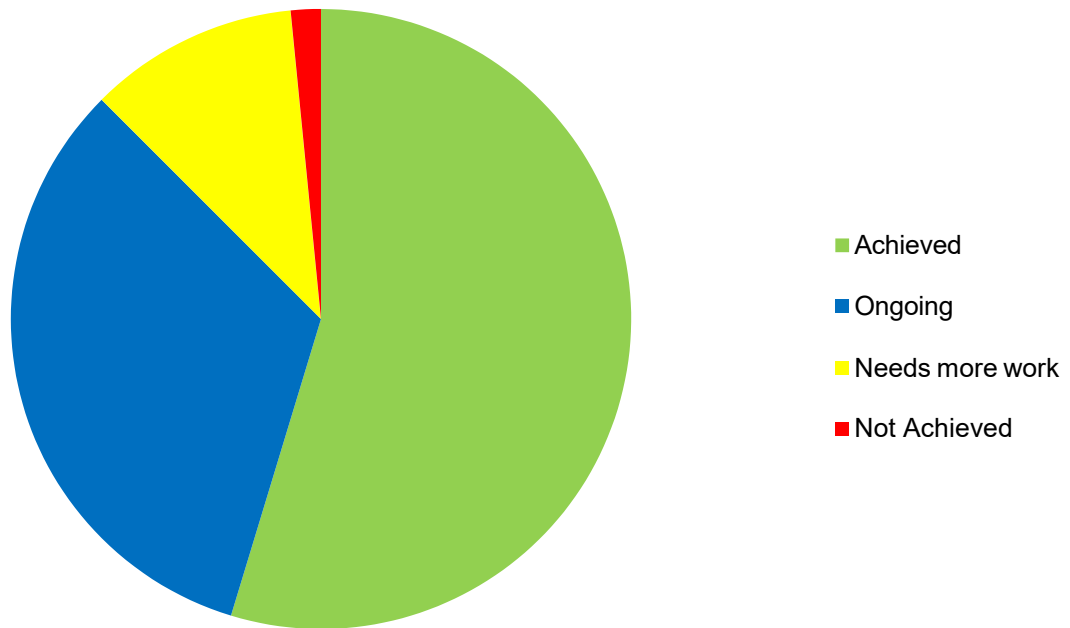
To illustrate how Windsor can demonstrate *'continuous improvement,'* the following graphs highlight the progress of the recommendations.



The left margin represents the number of recommendations in each domain.

The status in individual initiatives is indicated in red (suspended or not achieved), yellow (needs more work), blue (ongoing), or green (achieved).

## Accomplishment of Recommendations



The status in individual initiatives is indicated in red (suspended or not achieved), yellow (needs more work), blue (ongoing), or green (achieved).

Only one red mark is displayed as it requires a change to provincial legislation, Item 2.4, (the Highway Traffic Act) which is out of the scope for the Network.

It has been suggested that green, blue and yellow marked items will form a starting off place for inclusion in the next 3-5 year cycle Action Plan.

# LIVABILITY



**Outdoor Spaces and Buildings (Domain 1)**

**Transportation (Domain 2)**

**Housing (Domain 3)**



## OUTDOOR SPACES AND BUILDINGS (Domain 1)

Since 2012, several accomplishments towards fulfilling the Domain 1 action plan have been achieved. Specifically, in the business sector, an age-friendly checklist was created and promoted to both seniors and businesses to enhance age friendly support. Furthermore, local data was used to create an app that highlights age friendly features for residents and visitors. Likewise, many more significant investments that enhance opportunities for active travel in Windsor were achieved.

Alongside the ongoing annual promotion of 20,000 Parks, Trails, and Recreation Maps, local events and other promotions, the City of Windsor is now connected to a new multi-use provincial Rt. Hon. Herb Gray Parkway trail (17 km of off-road trail system that is adjacent the western boundary of various active transportation facilities in Windsor) and the national Trans Canada Trail system.

To compliment these efforts, the City of Windsor recently approved a 20 year Rediscover Our Parks- Parks and Outdoor Recreation Master Plan. This plan highlights local aging trends and needs that will impact the future direction of recreation in Windsor. Finally, to address the previous concerns brought forth by older adults, resident feedback and support from key partners like Windsor Police Services have created recommendations to address issues on select features like washrooms, rest areas, and signage.



As much foundation has been laid and continues to be built through the development of checklists, apps, master plans, investment in healthy built environments that will continue to provide accessible, safe outdoor spaces, buildings and amenities, further steps can be undertaken in the ongoing build of an age-friendly community.

Some key future activities would include targeted promotions to older adults that continue to connect them to these resources and the ongoing monitoring of the implementation of the resources highlighted in the Outdoor Spaces and Buildings domain.

### 1. Outdoor Spaces and Building Outcomes


**OUTCOME:** An attractive, vibrant city that is enjoyable by all residents and is inviting to new and prospective residents.






**OPPORTUNITY IDENTIFIED:** Businesses in Windsor, especially small business, may not be aware of the positive impact older patrons can have on their business. Older adults, as a group, have larger disposable incomes and massive consumer power. That said, older consumers have distinct needs and desires. Businesses who take advantage of this opportunity by making their businesses more age-friendly can flourish.

	Recommendation	Progress Measure	Comments	Status
1.1	A checklist for business promoting age-friendly features is developed and promoted.	A checklist of age-friendly business practices is made available to Windsor business.	The WPS has a detailed “self audit” checklist that seniors can easily utilize to ensure the physical upkeep of their property (home or business) maximizes safety and security.	Achieved 
1.2	A smartphone application is created to make information about Windsor and the surrounding area readily available, portable and user-friendly for residents and visitors.	Age-friendly revisions made to app launched in May 2014.	Parallel 42 Systems is using open source data provided by the City of Windsor to create an app and is willing to add age-friendly features.	Achieved 

**OUTCOME:** A city that encourages and facilitates walkability and active transportation (walking, cycling, and other non-motorized methods of transport).




**OPPORTUNITY IDENTIFIED:** Pedestrian-friendly or walkable communities are important to all residents and lessens dependence on automobile transportation.

	Recommendation	Progress Measure	Comments	Status
1.3	Continue to expand, enhance and connect the trail system throughout Windsor while promoting its use.	# of kilometers of trails has increased.	City Council endorsed the completion of the Cabana Cycling Facilities and Windsor Loop (42.5 km) around the city perimeter. WPS routinely carries out crime prevention through environmental design (CPTED) audits of all sections of the city’s trail system to promote safe usage (including a detailed pre-construction review of the 20 km of off-road trail associated with the new Rt. Hon. Herb Gray Parkway project).	Ongoing 

1.4	Increase the number and length of roads with dedicated cycle paths.	# of kilometers of dedicated cycle paths/lanes has increased.	Approximately 13.5 km of on-road cycling facilities have been added. WPS promotes the implementation of separated bike lanes/paths along area roadways as the safest method of combining bicycle traffic with vehicles.	Ongoing 
1.5	Ensure that 100% of sidewalks have dropped curbs to accommodate wheelchairs, strollers and other mobility aids.	All reports of omitted curbs are addressed.	As of November 2016, 96% of the city's sidewalks have dropped curbs.	Ongoing 
1.6	Increase the total percentage of road lengths with sidewalks.	Total % of road lengths with sidewalks has increased.	Total % of road lengths with sidewalks has increased. With this new statistic some roadways have a partial length sidewalk, sidewalk on one side or sidewalks on both sides.	Ongoing 
1.7	Enhance the age-friendliness of parks where appropriate and promote their use. (Ex. Include charging stations for electric wheelchairs, Wi-Fi, park equipment).	Parks Master Plan completed.	The Parks Master Plan was completed with a focus on accessible and age-friendly parks when appropriate. WPS regularly carries out detailed CPTED audits of all city parks and also participates in design reviews and master plans for changes to parks to maximize safe usage for all.	Ongoing 
1.8	Enhance the capacity of the Snow Angels Program to assist residents to clear snow from their property.	# of hours of volunteer service and # of volunteers has increased.	The # of volunteers and # of requests changes depending on the amount of snow during any winter season.	Ongoing 

**OUTCOME:** A city that prominently identifies its' age-friendly features for the benefit of residents and visitors.

**OPPORTUNITY IDENTIFIED:** Some features of our community (such as washrooms, rest areas and signage) could become more convenient and useful by being prominently displayed.

	Recommendation	Progress Measure	Comments	Status
1.9	Consult with downtown residents about how best to identify the location of public washrooms in parks and neighbourhood shopping areas (i.e. Downtown City Centre, Via Italia, Jackson Park).	Focus group with downtown residents is conducted and recommendations related to signage are brought forward to Parks & Facilities for consideration.	The Parks Master Planning process was completed with focus groups.  WPS is currently participating in discussions with other municipal technical staff and project stakeholders on the appropriate and safe location for public washrooms within the downtown area.	Achieved 
1.10	A round-table discussion is held regarding possible improvements to public washrooms.	A report with recommendations is generated.	The Parks Master Planning process was completed with focus groups. Public washrooms are periodically reviewed by WPS to ensure they are safe to use according to a universally accepted design standard that promotes safety - most notably in parks, arenas, libraries, community centres, and other public facilities.	Achieved 
1.11	Increase awareness of defibrillator locations in city-run facilities.	Defibrillator locations are identified as part of the general safety introduction at meetings, workshops, gatherings, etc. in municipal facilities.	WPS has public access defibrillators in all of its facilities. Many employees have had training in the proper operation of them. Safety introductions are conducted.	Achieved 



## TRANSPORTATION (Domain 2)

Windsor continues to expand annually on the trail system for walkers, runners and cyclists in the area. The yearly allotment is highlighted in the Parks and Recreation Master Plan (2016) and the 5 year capital budget. As roads are refurbished, so are these amenities. Parks and Recreation produce maps annually for residents that highlight the city from east to west with all the new trails on the map. The newly finished Rt. Hon. Herb Gray Parkway is the crown jewel for the area with all of its trails and cycle pathways. The trails link into the local Canada Trail system. Older adults can increase their healthy lifestyle choices with these new amenities.


Public transportation, private and non-profit transportation locally has been acquiring new vehicles to refurbish their fleets. Kneeling busses and/or lift equipped vehicles have increased in numbers. CareLink (ESC-LHIN) is up and running. It is a newly formed collaborative of accessible transportation services across three counties. Transit Windsor has been approved to construct new solar bus shelters which will be welcomed by all residents in Windsor.

Providing a variety of available, affordable and accessible means of transportation is a key to supporting the mobility, activity and participation of older adults.




### 2. Transportation Outcomes

**OUTCOME:** An environment where older adults, regardless of mobility status or location of residence can access affordable, publicly available transportation options to travel within Windsor and Essex County.

**OPPORTUNITY IDENTIFIED:** As Windsorites age, they will often have need for frequent medical and other health-related appointments throughout city and surrounding area. Increasing the capacity of Windsor’s existing affordable transportation options will help keep people active, healthy and independent.

	Recommendation	Progress Measure	Comments	Status
2.1	Development of a city-wide and regional Transportation Plan.	A plan is completed.	<p>Transit Windsor is negotiating with a neighbouring town to implement a new expanded service.</p> <p>A city wide plan has been completed in the past, however we are doing a full service review next year that will become our new plan for city service. As for regional transit nothing has changed there. Nothing has been finalized with LaSalle as of yet and it can't be</p>	<p>Needs more work</p> 

			<p>considered really regional transit because we would be a service provider for them since they are asking us to do it for them. Yes it would be a step in that direction, but still not quite there.</p> <p>CareLink (ESC-LHIN) is up and running as a collaborative across three counties.</p> <p>In Windsor Essex the collaborative provides over 50,000 trips and drives over 730,000 kms annually. CareLink is positioned to play a role in the development of a Regional Transit Plan.</p> <p>The Ministry of Transportation issued a call for proposals seeking communities who wished to pilot a regional transportation initiative. The local providers could not agree on a viable submission.</p>	
2.2	Host Seniors' Transportation Forum inviting the opinions of older citizens.	A forum is completed.	<p>Pathway to Potential hosted a Transportation Conversation On Wednesday, September 25, 2013.</p> <p>May 2014 P2P released summary results of a Transportation survey which showed the key transportation needs and barriers.</p>	Achieved ●
2.3	Advocate for the enhancement of bus stops (i.e. location in proximity to business, availability of seating and/or shelter, maintenance through winter months, etc.)	Input is sought from older residents and recommendations specific to these issues is brought forward to Transit Windsor for consideration.	We have received federal funding for 157 new bus shelters where 75% of them have to be installed by March 2018. They will all be solar powered with a light inside. Some of these will be replacing older ones on the street and some will be new locations. The ITS system is expected to go live sometime in early 2017, where stop announcements will occur, screens on the buses will show the next stop, and speaker on the outside of the bus stating the bus stop. The new bus stop signs have information on them now showing	Ongoing ●

			the routes and which direction they are going, along with the numbers to call or text for real time information when it goes live.	
2.4	Advocate for a memorandum of understanding to exempt taxi drivers parked for the purposes of offloading older passengers.	Consultative meeting is held. Recommendations made.	Requires a change in the Highway Traffic Act.	Not Achieved 
2.5	Increase capacity of voluntary transportation organizations to provide service by promoting volunteer driving.	#s of rides has increased over time.	Oct. 2014 ESC LHIN distributed 3 new vehicles to replenish fleets in Essex County. The Community Support Centre of Essex County rolled out a volunteer driver model and the model continues to grow. In 2016 ESC LHIN funded the replacement of 7 vehicles within the CareLink Collaborative via the Community Support Centre of Essex County.	Ongoing 
2.6	Increase the use of Transit Windsor "Ride for a Loonie" promotion for older adults.	Ridership during "Ride for a Loonie" Campaigns is increased.	Held annually in June.	Ongoing 

## HOUSING (Domain 3)

Windsor has a broad range of housing choices to suit various lifestyles, from elegant heritage homes lining leafy neighbourhood streets to waterfront condos settled near urban amenities. While the majority of Windsor residents own a home, there is an excellent mix of apartments in large and small buildings offering a variety of living scenarios for reasonable rents. The Action Plan identified the need to provide housing options to older residents as well as the need to support initiatives that improve the safety, livability and walkability of neighbourhoods.

Since the development of the Action Plan, the local housing market has changed significantly due to an improvement in the local economy and lower unemployment rate. These changes have led to a higher demand for housing in Windsor and the surrounding areas. In 2016, the City of Windsor and Essex County experienced a double-digit increase in housing prices. Windsor-Essex County also saw a significant number of new housing starts compared to the 2008-2009 recession. Locally, many developers have been designing their developments for retirees who are relocating to Windsor, as well as older adults looking to downsize but maintain their independence. Windsor-Essex County has seen an increase in the construction of semi-detached units in addition to single-family dwellings.

During the same period, there have been a few key accomplishments in Windsor. In 2014-2015, the City of Windsor released its 10 year Housing and Homelessness Plan and implemented a Housing First approach for individuals and families experiencing homelessness. A review of the early data indicates the Housing First model is producing positive results. As well, 211 Ontario which is a free information resource hub provides access via its call centre or online database, to the many housing related resources for older adults in the community. Finally, Windsor Police Services, through its Community Service Office, the City of Windsor's Parks & Facilities Department, St. Leonard's House – Good Neighbours Services, and other community organizations are working within neighbourhoods to reduce graffiti and create meaningful ways to celebrate street art. One organization, the Ford City Neighbourhood Renewal, with neighbourhood residents, created the Ford City Alley Mural Project which commissioned over 15 murals across their community, reducing illegal graffiti and increasing community collaboration and pride.




As the demand for housing in Windsor is expected to continue over the next couple of years, it is important for the consideration of age-friendly housing features as a best practice in the design of homes for people of all ages. With the local housing market improving, the Age Friendly Windsor Network have been in discussions with Canada Mortgage and Housing Corporation (CMHC) to host a community forum with home modification experts and developers demonstrating that age-friendly design can be attractive and make sense financially.




### 3. Housing Outcomes

**OUTCOME:** A community with a variety of age-friendly housing options.



**OPPORTUNITY IDENTIFIED:** A majority of older adults wish to remain living in their own homes for as long as possible. To facilitate this, communities must have a variety of resources available to meet the home modification needs or housing needs of the consumer.

3.1	Information about age friendly and accessibility features is available to local contractors and home modification experts.	Resources are developed and distributed to appropriate service providers.	The Age Friendly Windsor network and Canada Mortgage and Housing Corporation have been in discussions about hosting a forum geared to developers regarding age-friendly and accessible features. The forum would include home modification experts and developers in the region whom have incorporated these elements as part of their developments. An age friendly and accessibility resource guide would be developed and disseminated at the forum.	Ongoing 
3.2	Younger adults and caregivers are educated about the possible home modification expenses they may encounter in later life as well as programs that are available to assist with costs.	# of presentations offered including this subject matter.	The Canada Mortgage and Housing Corporation developed excellent resource materials and hosted webinars about best practices for age friendly home modifications and best practices for aging in place. When appropriate, these resources were disseminated to partners through the Age Friendly Windsor network.	Ongoing 
3.3	Develop a registry of home maintenance services, senior move management specialists, etc.	Registry developed or incorporated into existing community resource.	Residents can phone 211 Ontario or visit the 211 Ontario website to find information regarding home maintenance services, senior move management specialist or other community resources. Updates and new entries to the 211 database are frequently added.	Achieved 

3.4	Support the emerging field of age-friendly technologies for safety, independence and recreation (i.e. internet, medication monitoring, safety monitoring, home alarms, etc.)	Development of new education programs in response to identified need.	The Windsor Public Library offers courses and training for age-friendly technologies (computer, tablet, etc.). More work and support is required as new technology comes to market.	Ongoing 
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**OUTCOME:** Older adults have the opportunity to be knowledgeable and are safer in their homes.

**OPPORTUNITY IDENTIFIED:** Prevention is a powerful tool to keep people safe in their homes. Some seniors lack awareness of techniques to keep them safer in their homes.

	Recommendation	Progress Measure	Comments	Status
3.5	Safety programs are developed and promoted for at-risk apartment buildings (including bed bug prevention strategies).	New education modules are developed in response to need.	WPS regularly works with local housing providers (such as Windsor Essex Community Housing Corporation and the City of Windsor) conducting building assessments to improve the safety for residents - this includes seniors buildings.	Needs more work 
3.6	Development of a Master Housing and Homelessness plan.	Plan completed	The City of Windsor is responsible for the administration and funding of housing programs in Windsor and Essex County prepared a 10-year Housing and Homelessness Plan for Windsor Essex. The Plan identifies the range of housing challenges in Windsor-Essex, analyzes how housing and homelessness programs are currently delivered, and puts for action aimed at meeting the housing and support of all residents.	Achieved 

**OUTCOME:** Residents have an opportunity to foster and demonstrate neighbourhood pride.

**OPPORTUNITY IDENTIFIED:** Some areas of the city have visible graffiti which is considered unattractive and if allowed to proliferate, decreases property values. Residents can be enlisted to take proactive measures towards enhancing neighbourhood pride.

	Recommendation	Progress Measure	Comments	Status
3.7	Examine opportunities for programs to identify and reduce neighbourhood graffiti while promoting community pride.	Graffiti reduction and management programs are instituted.	WPS (through its Community Services office) regularly partners with area youth and neighbourhood groups to address and remove graffiti. St. Leonard's House has an anti-graffiti program which removes graffiti from properties across the City. Finally, numerous organizations and non-profits such as the Ford City Neighbourhood Renewal are promoting neighbourhood pride by commissioning murals in alleyways and commercial corridors.	Needs more work 



# LIFESTYLES



**Social Participation (Domain 4)**

**Respect and Social Inclusion (Domain 5)**

**Civil Participation and Employment  
(Domain 6)**





## SOCIAL PARTICIPATION (Domain 4)

Windsor is a fun place to live, with a diverse array of recreation options available to residents throughout the year. The Action Plan identified the importance of engaging home bound older adults in social and recreation opportunities and safety

Since the development of the Action Plan, there have been a few key accomplishments that have enhanced social opportunities for Windsor residents. Life After Fifty (LAF) received funding to begin an outreach program to apartment buildings in Windsor with concentrations of older adults. They currently provide services to 17 apartment buildings in Windsor with an additional 3 buildings coming online by June 2017. Social opportunities were provided to 2000 participants who are frail, at-risk, home-bound or facing economic barriers. As well, Windsor Police Services, through its Crime Prevention through Environmental Design (CPTED) program, has led many activities, workshops and neighbourhood initiatives designed to enhance neighbourhood safety, walkability and resident engagement within neighbourhoods.


Thousands of Windsor residents have had new access or better access to social opportunities in their neighbourhoods and throughout Windsor.

While outreach measures to older adults living in communal dwellings, such as apartment buildings, have been very effective, it is still a challenge to engage and reduce the social isolation of older adults living alone in homes. Outreach that evolves to include technology, neighbourhood renewals and telephone socialization may be a next step toward age-friendly social participation and recreation in Windsor.

### 4. Social Participation Outcomes

**OUTCOME:** Age-friendly features are easy to identify by current residents and visitors.

**OPPORTUNITY IDENTIFIED:** Drawing attention to age-friendly features has had demonstrated economic benefit in other cities (i.e. increased traffic).


	Recommendation	Progress Measure	Comments	Status
4.1	Enhancement of special events and festivals by adding age-friendly features (i.e. heat planning) to regulations manual given to event planners.	Features added.	The City of Windsor's Recreation & Culture Department consults with organizers of special events and festivals about the consideration of age-friendly features.	Achieved 

4.2	Create a resource that promotes the age-friendly features and attractions in our community to tourists and residents, alike.	Resource developed.	Explore Windsor-Essex smart phone and desktop application promotes age-friendly aspects of WE County where users can customize the features they wish to view.  Windsor Eats offers accessible culinary tourism for people of all ages.	Achieved  ●
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**OUTCOME:** A variety of ongoing recreation, fitness and learning opportunities are available to older Windsorites.

**OPPORTUNITY IDENTIFIED:** Windsor is a fun place and we should continue to make these opportunities available to all who want them.

	Recommendation	Progress Measure	Comments	Status
4.3	Investigate opportunities to unite organizations offering lifelong learning opportunities through the development of a network.	Network developed.	WPS regularly provides instructors, course curriculum, and classroom space for Elder College, including courses on personal safety, crime prevention through environmental design (CPTED) and fraud protection. Community organizations partner to offer learning space throughout the county for life-long learning institutions making learning accessible for all.	Achieved  ●
4.4	Enhance opportunities for homebound older adults to socialize and have recreation/fitness in their homes/apartment buildings through outreach.	Ongoing	LAF received funding from United Way to offer older adult programming in apartment buildings throughout Windsor Essex County. Currently a total of 17 buildings receive programming with another 3 expected by June 2017. The WECHU and WECHC partnered to publish a resource 'Exercises at the Sink' to enable older adults to exercise safely at home.	Achieved  ●

4.5	Explore community resource sharing models (i.e. for equipment use) to enhance the capacity of small community groups to provide programming.	Report with recommendations is generated.	LAF lends exercise and other equipment to organizations on a borrowing agreement. SWARG (In Motion) developed a 'loaning cupboard' to utilize recreation equipment. WPS will often share assets such as police cars and employees acting in a voluntary capacity for various charitable or community events, sporting activities, etc.	Achieved 
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## RESPECT AND SOCIAL INCLUSION (Domain 5)


Respect and Social Inclusion speaks to the way older adults are treated and valued. Over the past three years we have worked on seeking the input of older adults and have realized the great contribution older adults have in defining our community. Older Citizens provide feedback through surveys conducted by community organizations which define and illustrate how citizens of all ages interact and are valued members of the community. As a community known for its retirement value, this community has risen to the challenge and offers a variety of training and recreational activities to support older adults as they move toward retirement.

Windsor is a diverse community which provides many opportunities for citizens of all ages to participate in social activities and intergenerational opportunities. As we move forward with next steps, our community is dedicated to providing services to citizens when and how they choose to be supported, ensuring all feel welcomed and valued.

### 5. Respect and Social Inclusion Outcomes

**OUTCOME:** Older Windsorites feel respected and honoured for their contribution to our city.

**OPPORTUNITY IDENTIFIED:** Older citizens and workers need to have their voices heard and given equal opportunity for work.

	Recommendation	Progress Measure	Comments	Status
5.1	Increase visibility of SAC at Ward Council Meetings.	SAC hosts information table at each ward meeting.	SAC has appeared at Ward meetings when invited to attend.	Ongoing 

5.2	Formally seek the input of older adults at open house events hosted by SAC.	Survey data is collected on various subjects.	WPS conducts ongoing public needs assessment surveys to obtain direct input on concerns and priorities of the community as a whole and, on a smaller scale, in neighbourhoods – senior populations are routinely targeted in this process to ensure their unique perspective is included and addressed.	Ongoing ●
5.3	Creation of a pre-retirement training module to be offered to impending retirees.	Module developed and delivered.	LAF developed a module and offered a series of training sessions.	Achieved ●
5.4	Creation of an annual age-friendly business award.	Award created and awarded.	Biz X awards has started awarding, annually "Biz Dedicated to Seniors' Services".	Achieved ●




**OUTCOME:** Age-aware education is made available to private sector service providers and youth.

**OPPORTUNITY IDENTIFIED:** All sectors should have age-aware knowledge.

	Recommendation	Progress Measure	Comments	Status
5.5	Creation of age-friendly communication modules for service providers (i.e. taxi drivers, grocery stores, hospitality/retail sector) designed to break stereotypes and increase awareness. This should involve older adults.	Modules developed and delivered.	Council on Aging developed a training tool for Age-friendly Business and their staff. It can be delivered anytime.	Achieved ●
5.6	Create greater opportunities for intergenerational programming and age-aware education.	# of opportunities generated. # of participants.	LAF running summer camps for children. A High School Play was developed and put on a DVD for distribution.	Achieved ●

**OUTCOME:** A city that recognizes and seeks to be inclusive of all groups of older adults.

**OPPORTUNITY IDENTIFIED:** All people should feel welcomed, valued and celebrated.

	Recommendation	Progress Measure	Comments	Status
5.7	Development of a resource to welcome older adults who have recently relocated to Windsor.	Developed and distributed.	WEARCI barbecues. Formed a social club. <a href="http://www.retirehere.ca">www.retirehere.ca</a> The Windsor Essex Local Immigration Partnership (WELIP) developed a comprehensive website to welcome everyone who has recently relocated to Windsor. <a href="http://www.welcometowindsorsex.ca">www.welcometowindsorsex.ca</a>	Achieved 
5.8	Older Windsorites, themselves, report positive assessments of life in Windsor.	Self-assessment survey developed and made public for open use.	Annual Vital Signs Report-seniors reported on environment, safety, transportation, health and wellness. 2015 UW Well Being Report-seniors report on health, mental health and lifestyle. 2016 UW Neighbourhood Report-low income seniors report on lifestyle.	Achieved 
5.9	Develop and facilitate social and recreational opportunities that are sensitive to and target the needs and interests of diverse populations of older adults (including cultural and LGBT groups).	# of opportunities created. # of participants.	Windsor Essex Compassion Care Community developed. 'Positive Space' Designation developed. MCC runs weekly social recreational group for seniors. Windsor Pride offers diversity training and 50+ senior programs. CMHA offers Mental Health training to professionals and the public.	Achieved 

## CIVIC PARTICIPATION AND EMPLOYMENT (Domain 6)

Older adults provide a significant economic benefit to the community through paid and unpaid employment (volunteering) and self-employment or business development. Civic Participation and Employment addresses one's ability to continue his/her contribution throughout their lifespan.

Canada does not have a mandatory age of retirement and workplaces are encouraged to support older employees as their needs change and take advantage of their skills and abilities obtained through years of experience. The first members of the Baby Boom generation began turning 65 in 2011 and many are retiring. Mass retirement in the coming years may create a situation where there are skilled positions left vacant. Mature worker retention and succession strategies are key human resource challenges. It makes sense that business owners would look to the skills of older workers when filling vacancies. However, we heard the opposite from some respondents.



### 6. Civic Participation and Employment Outcomes






**OUTCOME:** A city that honours the contribution made by older Windsorites.

**OPPORTUNITY IDENTIFIED:** Older people who are unemployed and looking for work or workers who are looking to make a career change often encounter barriers.

	Recommendation	Progress Measure	Comments	Status
6.1	Conduct an employment/self-employment/volunteer fair to explore and promote opportunities for older adults.	Fair took place.	The Unemployed Help Centre of Windsor INC. is offering an 8 week program called Targeted Initiative for Older Adult Workers ages 55-64.	Achieved ●
6.2	Citizen of Distinction award to become an annual celebration.	Award created for Windsor Region. SAC participates in Provincial Awards Programs	Approached Biz X, Chamber and LAF. City did recognize provincial award winner in the past. WPS annually recognizes individuals from our community.	Achieved ●

**OUTCOME:** A city that ensures sustainability of the age-friendly philosophy.

**OPPORTUNITY IDENTIFIED:** Age-friendliness is a philosophy, not a project. As we continue to progress along a continuum towards age-friendliness, long-term commitment is required.

	Recommendation	Progress Measure	Comments	Status
6.3	Development of an Age-friendly Communities Professional Development Course for the purpose of educating stakeholders.	A course is developed and delivered.	Course developed. Not yet delivered. The course has already been designed. Approach SCC about offering it as a Continuing Education course.	Needs more work 
6.4	Conduct an age-friendly strategy planning session with senior administration from each municipal department.	Session completed.	As part of its corporate business planning process, WPS holds face-to-face discussions with seniors groups to help in the planning of services. A planning session with senior administration from each municipal department was held.	Achieved 
6.5	Designation of age-friendly specialists in each municipal department.	Designates chosen.	Each City Dept has a rep. Members of the WPS Community Services Branch have been designated to work directly with seniors groups on a variety of programs and initiatives to meet their needs.	Achieved 
6.6	Identify age-friendly supporters within each major institution in Windsor.	Review 211 Seniors list.	Review as required.	Achieved 
6.7	Connect with and mentor other municipalities in the area to foster age-friendliness region-wide.	Ongoing. As needed.	Ontario Seniors Secretariat has 3 new funding streams offered in 2014/2015 specifically targeting Age-friendly projects and communities without action plans. Bimonthly meetings with SOAFN.	Achieved 





# WELL-BEING



**Communication & Information (Domain 7)**

**Community Support & Health Services  
(Domain 8)**



## COMMUNICATION & INFORMATION (Domain 7)

Communication is central to one's ability to act, engage, stay safe, get around and be part of a community. To be useful, information must be accurate, current and available reliably. Nowadays, there is too much information and, yet, not enough...of the right kind.

Communication includes the way we receive information (i.e. print publications, television, and radio), the way we actively pursue information (i.e. customer service lines, websites, mobile apps etc.), the way we report information (i.e. report problems around town) and the way we find out about important alerts (i.e. traffic congestion, construction, severe weather, etc.).


There is a need for a "one-stop shopping" source for information. Residents applauded the amount of information available but had absolutely no idea where to start looking for information. "I don't know who to call." was a refrain heard over and over again. A simple phone call to the correct person can make all the difference to a great improvement in quality of life. Windsor is looking forward to the implementation of the new Community Hubs program from The Premiers' Office.

### 7. Communication & Information Outcomes

**OUTCOME:** Service providers have easier time disseminating information.

**OPPORTUNITY IDENTIFIED:** Communication of information to large numbers of older adults (many of whom do not have Internet access) is a challenge.

	Recommendation	Progress Measure	Comments	Status
7.1	Build upon existing community resources to create a communication chain with large groups of seniors (i.e. retirees associations) to simplify promotion efforts for community organizations.	Group leaders contacted and communication chain is developed.	Increase use of 211 website. Increase use of SAC website. Promote 211 to groups. OACAO funded an information fair at LAF - WFCU Nov. 6/14. 300 attendees. WPS has broadened its outreach to all citizens (including seniors) to diversify the ways the public can communicate with the police. This includes all forms of social media such as Twitter, Facebook, etc.	Ongoing
7.2	Provide age-sensitivity training to local media outlets to enhance reporting and minimize ageism.	Resource developed and delivered.	Features in Biz X and Windsor Life about the 50 plus generation.	Needs more work

7.3	Increase capacity of local business to cater to the 50+ market by providing opportunities for age-sensitivity training.	Training developed and offered.	COA wrote grant to create an age-friendly business kit with a certificate, checklist and stickers for BIA members to display in windows. Use of MOODLE create online learning/training platform that has certification program.	Needs more work 
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**OUTCOME:** Older adults can get the right information at the right time either online, via the telephone or in print.

**OPPORTUNITY IDENTIFIED:** It can be difficult to find the information you need.

	Recommendation	Progress Measure	Comments	Status
7.4	Develop and/or facilitate the use of current and emerging technologies to connect older adults. (i.e. Facebook classes, Skype, health and wellness apps).	# of programs offered/developed.	LAF offers regular courses to older adults on current computer applications. Topics include: Facebook, iPad, Skype, photo-editing, e-mail, Windows 10 and one-on-one tutoring.	Ongoing
7.5	Enhance availability of information about senior-based business and community events through the enhancement of existing communication resources. (i.e. 211, 311).	Mechanism in place.	snagd Windsor is a print publication distributed through the community. Now linked to the city events online calendar. 211 was improved to include a larger number of key words enhancing the ability for operators to locate services and business.	Achieved
7.6	Create a printed guide to assist individuals in navigating the healthcare system.	Resource created and disseminated.	Distributed at seniors information fairs, long term care facilities, agencies and families.	Achieved

## COMMUNITY SUPPORT & HEALTH SERVICES (Domain 8)

Total health encompasses both mental and physical well-being. Access to appropriate physical and mental health services is critical to quality of life. As we age, the likelihood of needing such services increases. An important factor in access to these health services is the wait times (i.e. for long-term care, various hospital services/procedures nursing, personal support work (PSW), physicians long-term care) and its impact on the health and well-being of our community.


To address the concerns to access these services in a timely manner, the Erie St. Clair LHIN launched a Strategic Plan (2012-2015) to refine the service model to support more positive health outcomes in our region. This included working with Physicians and hospitals to better connect caregivers to community services, educating health care staff to understand the needs of older adults, investing in an eldercare hospital strategy support this plan and to continue to look at strategies to improve wait times for health services. Furthermore, resources such as the new on-line website, “healthcare.ca” to help increase residents easily access to health and social service information in our community in an up-to-date and timely manner.




In addition, to enhance health at home and in the community, Windsor-Essex invested in a Food Charter during this period. A key achievable was the investment in 57 intergenerational gardens that engage residents of all ages and increase access to healthier food options. Similarly, Telehomecare, CA2 CDP tools have been developed or enhanced to help to better support chronic disease interventions at home and across the spectrum of care. The next steps would be to continue to collaborate to fulfill or enhance the current recommendations by continuing to improve wait times for health services and that individuals can feel connected to the various health services within our community whether in the public or at home.




### 8. Community Support & Health Services Outcomes

**OUTCOME:** Hospitals and Long Term Care homes meet the needs of citizens in a timely fashion, for those who need it.

**OPPORTUNITY IDENTIFIED:** The wait times for long term care beds, and some hospital services and procedures are excessive.

	Recommendation	Progress Measure	Comments	Status
8.1	Reduction in the wait time for long term care times.	Avg. # of days has decreased.	It was suggested to change the measure to long-term wait times as this is an existing measurement that is publically reported on the ESC CCAC website (and all CCAC websites provincially) on a monthly basis. Since 2010 the wait times have decreased for number of days waiting for long -term care. The	Ongoing 

			<p>LHIN's continue to monitor these trends and look for areas of improvement.</p> <p><a href="http://www.hqontario.ca/System-Performance/Long-Term-Care-Home-Performance/Wait-Times">http://www.hqontario.ca/System-Performance/Long-Term-Care-Home-Performance/Wait-Times</a></p>	
8.2	Improved support measures for individuals on wait time for 1 <sup>st</sup> service in the areas of both nursing and Personal Support Work (PSW).	# of support measures.	It was suggested that this progress measure be changed to 'Wait time for 1 <sup>st</sup> Service' in the areas of both nursing and Personal Support Work (PSW). These are 2 metrics that are currently monitored and this demonstrates the effectiveness of a timely referral, which is particularly important for those with complex needs.	Ongoing 
8.3	Advocate for the increased frequency of regular inspections of Long Term Care facilities.	Avg. # of inspections, annually, has increased.	Avg. # of inspections, annually has increased.	Ongoing 
8.4	Create a referral program to connect caregivers to community services for use in hospitals and physicians offices.	Increased # of referrals.	The goal is to work with physicians, and hospitals to improve the connections between patients and community services. The Erie St. Clair CCAC and Partners in Care increased the number of referrals to community resources for patients during 2014-2015 fiscal year by 18.5%. This is achieved through enhancements made to two support tools: Community Agency Access (CA2) and Chronic Disease Prevention Management. In addition the ESC LHIN Strategic Plan 2012 - 2015 includes Creating better links between all health promotion and prevention organizations, so that people have better access to programs that help them to live healthier lives.	Needs more work 

8.5	Offer age aware education for hospital staff and community stakeholders.	# workshops held. # of participants.	In service series offered to staff.	Achieved 
8.6	Implementation of <a href="http://www.thehealthline.ca">www.thehealthline.ca</a>	# of measures developed and implemented.	It was suggested this progress measure be changed to 'Implementation of <a href="http://www.thehealthline.ca">http://www.thehealthline.ca</a> '. This is a provincial website that all CCACs have implemented to improve Ontarians with access to current information related to health and social services in their communities. In ESC, this has been fully implemented and widely used by local residents.	Achieved 
8.7	Development of an eldercare strategy within hospital.	# of measures developed and implemented.	<p>In 2011, the Ontario Senior Friendly Hospital (SFH) Strategy was launched by Ontario's Local Health Integration Networks (LHINs) and Regional Geriatric Programs (RGPs) The current 2015 report summarizes an environmental scan conducted in the fall of 2014 using an updated version of the original self-assessment survey. The purpose of this report is to identify improvements made in SFH commitment and care since 2011; Compared to the environmental scan results of 2011, Erie St. Clair LHIN hospitals report increased uptake of practices and structures in most domains of the SFH framework. There was a document assigned to the senior friendly initiative for WRH.</p> <p><a href="http://seniorfriendlyhospitals.ca/sites/default/files/Senior%20Friendly%20Hospital%20Care%20in%20the%20ESC%20LHIN%20(February%202015)_0.pdf">http://seniorfriendlyhospitals.ca/sites/default/files/Senior%20Friendly%20Hospital%20Care%20in%20the%20ESC%20LHIN%20(February%202015)_0.pdf</a></p>	Needs more work 





8.8	Advocate for hospitals and long term care to employ both patient-centred and family-centred models of care.	TBD.	AMO has identified this as an area for the Province to work on with municipalities.  By leveraging the use of technology (i.e. Telehome care, website) the Erie St. Clair CCAC is delivering increased family and patient centered care.	Needs more work  ●
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**OUTCOME:** Health and well-being at home includes a variety of community support services including food security and concern for caregivers.

**OPPORTUNITY IDENTIFIED:** Quick and affordable access to the things/people that support health can make a large impact on quality of life.

	Recommendation	Progress Measure	Comments	Status
8.9	Development of a food charter for Windsor-Essex County.	Charter is developed and recommendations made public.	Community garden collective examples include Wegarden.ca, Food Matters, Food Charter. LAF received Ontario Trillium Foundation funding to provide community kitchens and ready-made take away ethnic meals for a diverse cross-section of older adults.	Achieved  ●
8.10	Develop intergenerational gardening programs that take advantage of the knowledge and skills possessed by older adults, decrease isolation and increase access to fresh food.	# garden hours and participants have increased.	Community Garden Collective opened this season with 57 sites. Thousands of pounds of food shared with the community informally and through food rescue programs.	Achieved  ●

8.11	Enhance services designed to assist caregivers in the management of responsive behaviours in-home and in the community.	Support measures are in place.	BSO enhancements from ESC LHIN. COAST is established with Windsor Police.	Needs more Work 
8.12	Expansion and enhancement of tele-health and telemedicine technologies.	Full implementation of eHomecare, eShift, and telemedicine programs throughout the ESC LHIN region.	Measure is revised to “full implementation of eHomecare, eShift, and telemedicine programs throughout the ESC LHIN region. This was launched in 2014 and includes many healthcare partners.	Achieved 
8.13	Improve management of chronic disease intervention across the spectrum of care.	Implementation of a chronic disease management strategy within hospitals and community support sector.	ESC LHIN lead. Chronic Disease Management Strategy. Expanded exercise program for respiratory illnesses. The Erie St. Clair CCAC and Partners in care increased the number of referrals to community resources for patients during 2014-2015 fiscal year by 18.5%. This is achieved through enhancements made to two support tools: Community Agency Access (CA2) and Chronic Disease Prevention Management. In addition the ESC LHIN Strategic Plan 2012 – 2015 includes Creating better links between all health promotion and prevention organizations, so that people have better access to programs that help them to live healthier lives.	Needs more Work 
8.14	Develop county-wide collective impact model for caring for frail older adults and people in end of life. Obtain status as Compassionate Community.	Action plan completed.	There is large-scale, multi-sectoral, collective impact initiative underway to make Windsor Canada’s most compassionate community. <a href="http://compassionatecarecommunity.com">http://compassionatecarecommunity.com</a>	Achieved 





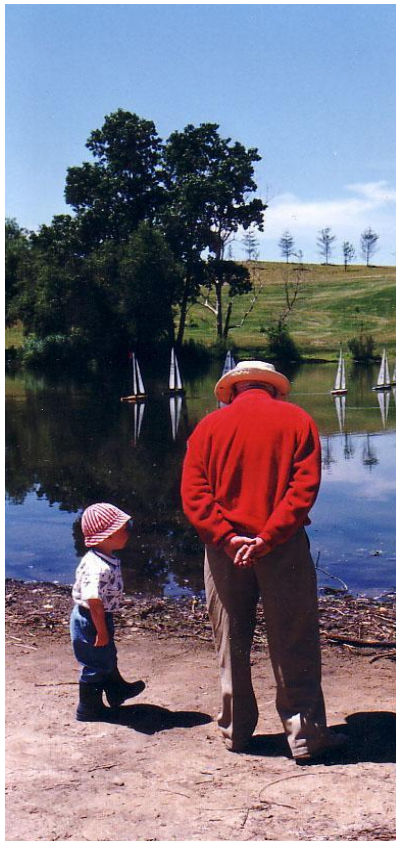
## Next Steps

**Final Report Adoption** - The Final Report will be adopted by Windsor City Council and submitted, by the Mayor, to the World Health Organization for endorsement.

**Priorities Moving Forward** - The Age-friendly Windsor Network changed focus to the promotion, facilitation, overseeing and documentation of progress. A primary concern was to determine the resources, cost, and framework required to implement and sustain the project long-term. Secondly, it was necessary to track age-friendly initiatives and showcase best practices.

**Reporting Progress** - Annual progress reports will be prepared by the Age-friendly Windsor Network and presented to Windsor City Council. In June 2017, the Age-friendly Windsor Network, as an agent of the Seniors Advisory Committee and, thus, Windsor City Council, prepared this report on the progress of recommendations contained within the approved plan.

The final report demonstrates sufficient progress towards the completion of our goals. The City of Windsor plans to engage in another 5 year planning cycle and maintain membership with the WHO Global Network of Age-friendly Cities and Communities.



### Where is Windsor in the Cycle of WHO Global Network of Age-friendly Cities©?

#### Years 1-2 Planning (2011-2014)

- Involve older people.
- Assessment of age-friendliness.
- Develop an action plan.
- Identify Indicators.

#### Years 3-5 Implementation (2014-2017)

- Implement action plan.
- Monitor indicators.

#### End of Year 5 (2017)

- Measure progress.
- Identify successes and remaining gaps.
- Submit progress report.
- Recommence cycle.

## Acknowledgements

This report was made possible by the dedication and commitment of numerous individuals. Acknowledgement, with appreciation, is extended to the hundreds of Windsor residents who took the time to give us their valued opinions. In addition, we acknowledge, with pleasure, the contribution of:

### REPRESENTATIVES FROM COMMUNITY ORGANIZATIONS WHO CONTRIBUTED TO THE DEVELOPMENT THIS PLAN

NAME	ORGANIZATION
<b>Alice Barron</b>	St. Clair College
<b>Heather Barrington</b>	Windsor Essex County Health Unit
<b>Sandra Bauer</b>	Windsor Regional Hospital
<b>Cathy Bellis</b>	Retired Seniors Volunteer Program
<b>Kerry Bruner</b>	Hotel Dieu Grace Healthcare
<b>Jill Cadarette</b>	Life After Fifty
<b>Cathy Copot-Nepszy</b>	Windsor Essex County Health Unit
<b>Joanne Desjardins</b>	Windsor Regional Hospital
<b>Larry Duffield</b>	Canadian Association of Retired Persons
<b>Karen Duval</b>	Windsor Regional Hospital
<b>Catherine Fettes</b>	Canterbury ElderCollege
<b>Tom Harris</b>	Windsor Essex Active Retirees Community Initiative
<b>Barbara Iacono</b>	Family Services Windsor-Essex
<b>Deana Johnson</b>	Council On Aging
<b>Shirley Lau</b>	Windsor Regional Hospital - Geriatric Outreach Team
<b>Yvette Leboeuf</b>	The Safety Village
<b>Cathy Loewen</b>	Connect Windsor-Essex Smart Community
<b>Mike Lucier</b>	The Safety Village
<b>Norma Mamaril</b>	Windsor Regional Hospital - Emergency Department
<b>Nadine Manroe</b>	Alzheimer Society Windsor-Essex
<b>James Martin</b>	Retired Teachers of Ontario
<b>Kevin Morse</b>	Windsor Essex County Health Unit
<b>Joyce Nixon</b>	Life After Fifty
<b>Rita Ossington</b>	Canada South Festival Network
<b>Bonnie Pacuta</b>	Live Your Best Solutions
<b>Jason Pomerleau</b>	Parallel 42 Systems, Inc.
<b>Dana Popa</b>	Handi-Transit
<b>Luz-Elena Ramos</b>	Multicultural Council of Windsor-Essex County
<b>Briana Robinson</b>	Salvation Army Windsor
<b>Celia Southward</b>	Seniors Advisory Committee
<b>Lauren Turner</b>	Network Volunteer
<b>Jeannette Ware-Mikhael</b>	Council On Aging Windsor-Essex
<b>Megan Weatherston</b>	Salvation Army Windsor
<b>Joyce Zuk</b>	Family Services Windsor Essex
<b>Kristina Tocco</b>	Windsor Essex Community Health Centre

## GOVERNMENT REPRESENTATIVES WHO CONTRIBUTED TO THE DEVELOPMENT OF THIS PLAN

NAME	CITY OF WINDSOR DEPARTMENT
<b>Sandra Bradt</b>	Community Development and Health Services
<b>Gary Cian</b>	Department of Licensing and Communications
<b>Mike Clement</b>	Parks and Facilities
<b>Corinne Despierre-Corporon</b>	Information Technology
<b>Marc Gomes</b>	Legal, Purchasing and Risk Management
<b>Jennifer Leitzinger</b>	Operations
<b>Steve Habrun</b>	Transit Windsor
<b>Barry Horrobin</b>	Windsor Police Service
<b>Jason Scott</b>	Transit Windsor
<b>Colleen LaButte</b>	Environmental Services
<b>Greg Rusk</b>	Recreation and Culture
<b>Deputy Chief Brian McLaughlin</b>	Windsor Fire and Rescue Services
<b>June Liu-Vajko</b>	Development
<b>Diana Digirolamo</b>	Operations
<b>Rosie D'Alessandro</b>	Human Resources
<b>Karina Richters</b>	Pollution Control
<b>Bonita Seecharan</b>	Windsor Public Library
<b>Stephen Lynn</b>	Social Policy and Planning
<b>Jan Wilson</b>	Executive Director, Recreation and Culture
<b>Katherine Donaldson</b>	Human Resources
<b>Simona Simion</b>	Planning & Building Services
<b>Pam Labute</b>	Recreation & Culture
<b>Deputy Chief Andrea DeJong</b>	Windsor Fire and Rescue Services
<b>Stefan Fediuk</b>	Parks & Facilities
<b>Brenlee Martin</b>	Human Resources
NAME	PROVINCIAL MINISTRY (BRANCH)
<b>Ghislaine Brodeur</b>	Regional Services, Ministry of Seniors Affairs
<b>Darren Winger</b>	Regional Services, Ministry of Seniors Affairs
<b>Kelley Robertson</b>	Erie St. Clair Community Care Access Centre
<b>Ron Sheppard</b>	Erie St. Clair Local Health Integration Network

## **AUTHOR**

**Celia Southward**

## **WINDSOR SENIORS ADVISORY COMMITTEE (as of April 2017):**

**Sally Bennet Olczak, Chair**

**Councillor Ed Sleiman**

**Larry Duffield**

**Celia Southward**

**Alex Gyemi**

**Karen Demers**

**Sungee John**

**Brian Cyncora**

**Sonia Vani**

**Greg Rusk, Resource Personnel, Department of Recreation and Culture**

## **PHOTOGRAPHY CREDITS:**

**City of Windsor**

**Jill Cadarette**

**Celia Southward**

**Lou-Ann Barnett**

## **LAYOUT DESIGN:**

**Corinne Despierre-Corporon**





**For more information about this report:**

**Chair, Seniors Advisory Committee**  
c/o Council Committee Coordinator  
City of Windsor

P.O. Box 1607, Windsor, Ontario, N9A 6S1  
PH: 519-255-6222 OR, if calling from Windsor: Dial 311  
[www.windsorseniors.com](http://www.windsorseniors.com)



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# Appendix A - Frequently Asked Questions

(Taken from the *Age-friendly Windsor: Report to the Community - An environmental scan*)

Throughout the study, we received many questions from members of the public, local politicians, stakeholders and other interested Windsorites. Here, we've asked and answered a few of the more common questions.

## **Q. What is an age-friendly city?**

A. The World Health Organization defines an age-friendly city as one that encourages active aging by optimizing opportunities for health, participation and security in order to enhance quality of life as people age (WHO, 2007). What that means, is that all older people, regardless of ability, need or capacity, should not only be included in all aspects of community life but be recognized for the valuable contribution they make.

## **Q. Is Windsor age-friendly?**

A. Although Windsor has many of the characteristics of an age-friendly city according to the World Health Organization's Checklist of Essential Features of an Age-friendly City<sup>©</sup>, no city can be deemed truly age-friendly. The reason for this is because age-friendliness is not a destination or an end-state. It is a process of continual improvement. So, although Windsor cannot be designated an age-friendly city, it will continually work towards the enhancement of its age-friendliness and is a member of the WHO Global Network of Age-friendly Communities<sup>©</sup>, a network of like-minded cities in support of each other.

## **Q. Won't these age-friendly projects cost taxpayers a lot of money?**

A. No. The Age-friendly Windsor Project is designed to help decision makers spend existing funds in a more age-friendly way. No additional funds have been requested. However, if grants are available to assist with the funding of age-friendly initiatives (i.e. New Horizons for Seniors Program funding, Ontario Trillium Foundation funding), groups are encouraged to apply for said funds and are welcomed to seek the input of Age-friendly Windsor Network representatives.

## **Q. At what age is someone considered an "older adult"?**

A. Many organizations are required to choose a defined age at which they consider one an older adult. This age can be based on many factors (i.e. budget or program capacity). However, the Age-friendly Windsor Project seeks to be inclusive of people of ALL ages and has no need to define specific chronological age to designate older adulthood. The survey conducted as part of this project asked participants to state their age within given ranges and was not limited to people over a certain age.

## **Q. "Older adult" vs. "Senior"?**

A. Everyone seems to have a different opinion on the most appropriate way to refer to a person in the second half of life. Golden Ager, Senior, Elder, Older adult, Mature, Boomer, etc. are all examples. We've chosen not to choose sides, here, and alternate our usage primarily between older adult and mature adult. Many times there is no need for an age-defining label and so none is used.

## **Q. Why focus on older adults? Why not parents with young children, people living with disabilities or another group?**

A. As a person ages, they are more likely to experience health changes and physical limitations that present challenges to their enjoyment and full engagement within their community. As such, they are more likely to be excluded from full participation. A city that meets the criteria set out in the WHO Checklist, while focusing on the barriers experienced by many older adults, will also be friendly to those of any age.

For example, The Checklist advocates for accessible busses. Older adults who use assistive devices to get around will benefit from this change. As well, a teenager with disabilities or a young parent pushing a stroller with small children in tow, will also benefit from the extra space afforded on accessible city busses.

## **Q. What is the purpose of this report?**

A. The Age-friendly Windsor Project is meant to be a 'bottom-up' and 'top-down' approach to enhancing the age-friendliness of our city. It starts with the input of residents and ends with decision-makers. We recognize that Windsor has many age-friendly assets but that every city has opportunities for improvement.

## **Q. Who will use this report?**

A. This report is meant to be used by many groups. Community groups, decision-makers within municipal departments, businesses, and people choosing a city in which to retire may all use this plan to aid in their decision-making. The identified lead agencies may use it for project and budget planning as they bring these recommendations to life.

## **Q. Who is leading this project?**

A. The Windsor Seniors Advisory Committee (a committee of City Council) is the lead group. Through them, a large network of community supporters, called the Age-friendly Windsor Network, has formed and is facilitating the project, tracking its progress and will provide reports. In addition, the Canadian Mental Health Association has donated significant staffing time towards this effort.

## **Q. I know of an age-friendly project happening in Windsor. Is there someone I should tell about this?**

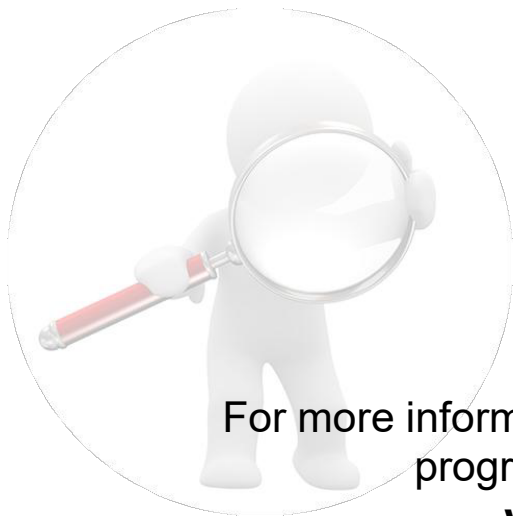
A. Yes! Part of Windsor's commitment to the WHO as a member of the Global Network of Age-friendly Cities is to log and document age-friendly initiatives happening within the City, regardless of the group(s) responsible for their implementation. To report an age-friendly initiative, contact:

***Age-friendly Windsor Network -  
Windsor Seniors Advisory Committee  
c/o Council Committee Coordinator  
City of Windsor  
P.O. Box 1607, Windsor, Ontario, N9A 6S1  
PH: 519-255-6222 OR, if calling from Windsor: Dial 311  
[www.windsorseniors.com](http://www.windsorseniors.com)***



## Glossary

- AFW - Age Friendly Windsor project. A subcommittee of the Windsor Seniors Advisory Committee.
- AMO - Association of Municipalities of Ontario
- BSO - Behavioural Supports Ontario
- CA2 - Community Agency Access Tool
- CCAC - Community Care Access Centre
- CCAC - QIP - CCAC Quality Improvement Plan
- CDP - Chronic Disease Prevention
- CMHA - Canadian Mental Health Association
- COA- Council on Aging, Windsor-Essex
- CPTD - Community Public Transit Discussion Board
- ESC LHIN - Erie St. Clair Local Health Integration Network
- GNAFCC - Global Network of Age Friendly Cities and Communities of the World Health Organization
- ITS - Intelligent Transit System
- LAF - Life After Fifty
- MCC - Multicultural Council of Windsor and Essex County
- MOODLE - Modular object-oriented learning environment
- OACAO - Older Adult Centres' Association of Ontario
- OICAH - Ontario Interdisciplinary Council on Ageing and Health
- P2P - Pathway to Potential
- SAC - Windsor Senior Advisory Committee
- SCC - St. Clair College of Applied Arts and Technology
- SOAFN - Southern Ontario Age Friendly Network
- SWARG - South West Area Recreation Guild
- UW - United Way/Centraide Windsor-Essex County
- WECHC - Windsor Essex Community Health Centre
- WEARCI - Windsor-Essex Active Retirement Community Initiative
- WECHU - Windsor Essex County Health Unit
- WELIP - Windsor Essex County Local Immigration Partnership
- WFCU - Windsor Family Credit Union
- WHO - World Health Organization
- WPS - Windsor Police Services
- WPS COAST - Windsor Police Services Community Outreach and Support Team
- WPS CPTED - Windsor Police Services Crime Prevention Through Environmental Design
- WRH - Windsor Regional Hospital



For more information on the City of Windsor's services and programs for older adults, please visit:

**[www.windsorseniors.ca](http://www.windsorseniors.ca)**