

Seniors Summit Event Report



AGE-FRIENDLY COMMUNITY

FRIDAY, NOVEMBER 3, 2017

8:30 AM — 3:00 PM

COLLAVINO HALL, WFCU CENTRE



Executive Summary

On November 3rd, 2017, the Windsor Age Friendly Senior Summit was held. It promoted Windsor's age friendly movement and celebrated Windsor's age-friendly accomplishments. Specifically, the results of the first 5 year planning cycle were presented to the groups. Out of 65 recommendations, 64 were completed. This summit was attended by over 100 multidisciplinary professionals with an interest in the well-being of older adults.

Round table sessions were held and recorded with suggestions on improving livability, lifestyles and well-being for older adults in the eight domains. This information will be used as a starting ground for the next five year planning cycle. As our age demographics change, continuous improvement is needed to move forward by creating accessible and inclusive environments for all age groups and abilities.

Acknowledgements

We would like to acknowledge and thank the members of the Windsor Age-friendly Network for their time and contributions throughout the project.

Funding provided by the Government of Ontario,



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Introduction

In 2009, Windsor was one of seven cities chosen by the Ontario Senior's Secretariat to be one of the regional hosts for an Age-friendly Communities Forum with the Windsor Senior Advisory Committee (SAC). After this Forum, Windsor SAC decided to initiate the Age-friendly movement in Windsor with a grant from New Horizons for Seniors Program.

In June 2012, Windsor became a member of the World Health Organization (WHO) Global Network of Age-Friendly Cities. SAC first led a Senior Forum to gather information from stakeholders, including senior residents, and prepared the first **Report to the Community: Environmental Scan of Age-friendliness**. Like minded organizations came together and formed the Age-friendly Network. The purpose of this network is to create awareness of age-friendly principles for persons of all ages through eight established domains that assist seniors in living their lives by creating accessible and inclusive physical and social environments, and by helping them stay engaged in their communities. The network meetings consisted of the following local representatives: service providers, older adults, volunteers, three members of SAC, municipal representatives, and a social worker funded by NHSP. Through a rigorous process, the **Age-Friendly Action Plan** was developed.

The Age-Friendly Action Plan consists of 65 action items to address barriers faced by older adults. Under the direction of Celia Southward, eight coordinators were assigned to address each domain with the intent of addressing these action items. The Windsor community worked diligently to make progress towards achieving these 65 identified action items.

For three years, data was collected, and progress was monitored from the 65 action items. Both agencies and city departments collaborated to initiate the changes. The action items included information on improvements on outdoor spaces, social inclusion, health care system navigation, and accessibility. The goal was to create awareness of the challenges related to aging in Windsor. Seniors volunteered to staff information tables, help collect data, and promote Age Friendly projects. The network met monthly to monitor and evaluate progress. In June 2017, the **Age-Friendly Final report** was reviewed by Windsor City Council and sent to the World Health Organization.

The Canadian Association for Retired Persons (CARP), the Senior Advisory Council, and the Age Friendly Network partnered to plan and present the findings from the Age Friendly Final report at the Windsor Age Friendly Senior Summit, held on November 3rd, 2017. This summit was funded by an Ontario Senior Community Grant and focused on promoting the Age Friendly movement and celebrating Windsor's age- friendly accomplishments. The committee that planned the Windsor Age-Friendly Senior Summit determined the objectives for the day.

Objectives

| OBJECTIVES | ACHIEVED |
|---|--|
| <p>The event will attract a wide range of citizens from Windsor-Essex County.</p> <p>Invite representatives from municipalities within Southern Ontario</p> <p>Attendees will have an interest in the well-being of older adults.</p> | <p>The planning committee recruited people using various methods: faxes sent by 211, emails, personal contacts and phone calls.</p> <p>Over 100 people from diverse backgrounds, including multi levels of government, non-profit, education, healthcare, and business gathered at the Windsor Age Friendly Seniors Summit.</p> <p>Attendees were very knowledgeable of older adult's challenges. Wide age range both young adults and older adults.</p> <p>More than 90 preregistered participants attended, and an additional 21 "walk-ins" joined the summit.</p> <p><i>List of attendees: See Appendix A</i></p> |
| <p>The final report of Age-friendly Windsor was shared with the Windsor-Essex community.</p> | <p>Seventy-five printed copies were distributed to attendees. The final report is available on the City of Windsor website. Seventy-five more reports will be distributed by SAC, CARP, and the Windsor Age Friendly Network.</p> |
| <p>The event will provide and encourage networking opportunities for individuals that want Windsor-Essex to be "age-friendly."</p> | <p>Attendees were given name tags, and the program included many opportunities to network with fellow colleagues.</p> |
| <p>Recognize individuals that participated in the Age-Friendly Network over the last five years.</p> | <p>Members of the Age-Friendly Network received a certificate of appreciation.</p> |
| <p>Highlight what is happening in other communities regarding age-friendly initiatives.</p> | <p>Three presenters from the Southern Ontario Age-Friendly Network (SOAFN): Margaret Denton, Heather Thompson, Lucy Marco presented as well as Dr. Lewis from the University of Waterloo.</p> <p>Attendees were provided with resources and contact information for the presenters.</p> <p><i>See Appendix B</i></p> |

| | |
|---|--|
| Increase awareness of the changing demographics of Windsor-Essex County and Canada. | Sally Bennett, Executive Director of Alzheimer's of Windsor-Essex, presented details from the 2016 Census. Ms. Bennett noted that the area's aging population has significantly increased. |
| Highlight the achieved tasks in the eight domains. | Each domain coordinator gave a short presentation about their respective domain. |
| Gather data from the attendees about building age-friendly initiatives. | <p>Social workers were table facilitators and recorders.</p> <p>They scribed attendees' ideas under three categories: Livability, Life Styles, and Wellbeing. Each break out session started with the question "Where do we go from here?"</p> <p>A great many ideas were documented for the Age-Friendly Network to share with organizations and individuals that want to continue to support this and other age-friendly initiatives.</p> <p><i>Roundtable Results: See Appendix C</i></p> |
| Reflect on the lessons learned by the Age-Friendly Network | Celia Southward spoke about the different approaches taken by other communities. Windsor was one of the first cities in Ontario to receive the designation. Each community approach is unique. There are many benefits from sharing information with other municipalities. |
| Promote funding opportunities for Age Friendly Initiatives. | There are many opportunities available for Windsor -Essex County to fund age-friendly projects. A handout about age-friendly, government funding was provided. |
| Create awareness of the new Ontario Minister of Seniors Affairs. | Minister of Seniors Affairs, Dipika Damerla, provided a video message for the event. |

Summit participants were attentive and knowledgeable, and provided strong, positive feedback to the organizers. The brainstorming sessions provided thought-provoking information and ideas which validated the importance of ensuring that this age-friendly initiative continues and expands to include Windsor-Essex County residents of all abilities. Ideas included increasing awareness of the Ontario Ministry of Seniors Affairs, drawing on available grant opportunities and utilizing new provincial policies to expand Age-Friendly Community projects. These projects should include strategies for socially isolated populations

and small and/or rural communities and should be designed to identify and serve the unique needs of indigenous elders and older immigrants.

A popular concept discussed during the Summit was finding ways to connect with local multi-cultural organizations and groups to determine strategies that would effectively reach aging populations in ethnic communities and neighborhoods. By recruiting and training volunteers from various ethnic backgrounds, such efforts would help to serve those who are harder to reach due to additional barriers; including isolation, language barriers, and lack of awareness of available programs and services. This volunteer program is working well in Brantford and Toronto.

The City of Windsor is the second city in Ontario to complete a 5-year cycle. Windsor is a member of the Southern Ontario Age-Friendly Network (SOAFN), which is comprised of member cities from Peterborough to Orangeville to Windsor. SOAFN believes there is reasonable evidence to suggest that the Windsor Essex age-friendly movement could be supported by other successful age-friendly programs throughout Ontario, and that a variety of funding opportunities continue to be available to help make a difference in our community. The Age-Friendly movement continues to be a priority for SAC and the Windsor Essex Council on Aging. The City of Windsor reports to the World Health Organization yearly to maintain its designation as an age-friendly city. The Windsor Senior Advisory Committee will continue to find and promote Age-Friendly Initiatives for Windsor.

Going forward, efforts must be made to continue to create accessible and inclusive environments for all age groups and abilities. Good strides have been made in information gathering and awareness activities and have addressed some local concerns through action items. Many service providers have partnered to create and implement innovative programs for older adults.

The City of Windsor is a leader and teacher in age-friendly principles and demonstrates continuous improvement. However, there is still much to be done. As the global population continues to age and resources are stretched, it is crucial to ensure that we are all able to make invaluable contributions to create and enrich an age-friendly society.

Appendix A

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| Meighan | Bonnett | | |
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| Brianne | Anthony | | |
| Audrey | Kemu | | |
| Mackenzie | Roy | | |
| Alexandra | Rossi | | |
| Soanya | Saeed | | |
| Kristina | Nicoletti | | |
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Presenters Contact Information

Keynote Speaker

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Age-Friendly Community (AFC) Planning Outreach Initiative
The University of Waterloo
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Three presenters from the Southern Ontario Age-Friendly Network (SOAFN):

Margaret Denton
Hamilton Transportation Strategy: Lets Ride The Bus, Sobi Bike Share Program
(bike workshops, and self audits for neighborhood walkability)
mdenton@cogeco.ca

Heather Thompson
(power point is available)
Halton Home share program
www.homesharecanada.org/ON
hthompson@cdhalton.ca

Lucy Marco
(power point is available)
Communications & Information Technology
Brantford Digital Literacy Training Program
Information about the Age Friendly initiative in the Brant region can be found at
www.grcoa.ca
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Roundtable Results

LIVABILITY

Transportation Need to think of 3 groups Go Go Go/Slow No Go

- More “pedestrian friendly” urban environments - with ramps, level sidewalks, benches
- Regular transportation from the rural areas to Windsor
- Subsidized taxi fares for seniors with financial needs
- Transition planning for individuals as their transportation options change
- Transportation focus currently on “no-go”, slow-go and go-go underserved
- Active transportation such as bikes
- Affordable, accessible transportation
- Public transportation services that are free or at a lower cost so seniors can still be social and mobile
- For people whose sight fails, put bells on intersections they can hear which tells them it is safe to cross the street
- Provide adorable/accessible transportation throughout Windsor/Essex
 - Doctor’s offices are not accessible
 - Traffic lights timing is not long enough
- Ride sharing when applicable
- Better bus services; routes, create transportation city with better public options vs. personal vehicles
- Free parking for seniors - handicap sticker means free parking
- Social participation linked to transportation
- Transportation must be better for people to participate socially, cost is also a factor (ex: Tecumseh→Tecumseh Mall→LAF→change 2 buses and cost of bus)
- Mobility outside of primary location needs increasing (ex: increase crosswalks from senior housing/retirement living to areas of interest)
- Out of taxes that seniors pay, dedicate \$1/month/person X all seniors in Windsor = \$804,000 per year to spend on better services→transportation, free bus passes, etc. (bus passes to be free for over age ___)
- \$ if you have no money how do you access services
 - Handi transit - Some people do not know or don’t want to share personal financial info to access the service
- Advocate for the enhancement of bus stops (i.e. easy walk from bus stop to business)
- Continue to expand, enhance and connect the trail system throughout Windsor while promoting its use
- Increase the number and length of roads with dedicated cycle paths.
- Ensure that 100% of sidewalks have dropped curbs to accommodate wheelchairs, strollers and other mobility aids.

- Development of a city-wide and regional Transportation Plan

Housing

- designing/re-designing neighbourhoods/communities for access today amenities (ex: revitalization of Walkerville)—target areas in which clusters of seniors live
- Improvements in affordable housing
 - Long wait list for geared-to-income housing; 4 years or more
 - No help with moving
- Rental/housing- coaching to help people in maintaining their house
 - Strategies to prevent eviction - decluttering
 - Focus on prevention—smoking, taking out trash
 - Promote LAF home helper program, pre-screened trades people
- Home helpers? If this program exists share info/raise awareness
 - Decrease waiting list - VON program
 - Expanding funding
 - Matter of affordability—private vs. public
- Re think flexible housing - how we live - capacity boosting→adding capacity, inter-community collaboration
- Homeshare Program
 - Matching system
 - Suitability
 - Students (university/college) → cut down on traffic by sharing
 - Students living with elderly
- People sometimes risk living alone as opposed to exposing self to financial risk/fraud. No ability to screen home workers or boarders/companions
- Advocate with builders
 - Build smaller accessible homes
 - Educate contractors to use seniors in decision making
 - Involve universities/colleges in accessible designs
- Promote the neighbourhood model
 - Mini stores in apartment buildings that are larger than five floors
 - Outreach isolated seniors — no connections to neighbours, services, facility
- Promote retirement residences and other older adult living facilities such as apartments and shared accommodations

Outdoor Spaces

- Make more trails
- Have benches in public areas, gathering spots,
- A place to create a story, meet people, shake a hand; a place for people to sit (not a car)
- Increase number of buses especially in isolated areas
- Lighting in all bus areas
- Enclosed bus stands
- Involve OT in universal design—staff or constructed board members
- Bike friendly

- Older adult appropriate exercise space

LIFESTYLES

Social Participation

Create projects and programs in neighbourhoods (a way to reach socially isolated, small/rural communities, indigenous elders and older immigrants).

- Creating circles of inclusion
 - Accept non-traditional practices: yoga, meditation, healing circles
- Cultural neighbourhoods: Chinese, Arabic, etc
- Fitness in neighbourhoods: walking clubs, other creative places
 - Beneficial to stay active; improves indicators of health

Increase multigenerational relationships

- Facilitating students to visit seniors
- Intergenerational experiences: children and seniors
- Mentoring program between older adults & youth
- Connect students and seniors (40 hours of volunteer work required for high school students, in part to be devoted to elderly/older adults)
- Encourage students to volunteer at nursing homes, residence, homes, apartments
- Create greater opportunities for intergenerational interaction

Volunteering

- Connect seniors with more volunteer opportunities including lighter commitment opportunities
- wevolunteer.ca - matches volunteer's strengths to placements in Windsor Essex

Better ways/venues to communicate social opportunities for seniors

- Developing and providing social inclusion education packages to individuals entering retirement (ex: paint a more realistic picture—importance of staying active, engaged and connected to the community)
- Priority learning to welcome new people to our community
- Respect/social inclusion-→ cognisant of cultural needs
- Respect safe (positive) space designation
- Education for new immigrants
- Special inclusion—Google app—translate different languages for services and connectedness between generations
- Some community members not aware of all programs available
- Develop neighbourhood base—creating relationships (meeting them where they are at)
- Better collaboration with city of Windsor, life after 50, and outside organizations to be more inclusive
- Senior connector- like a kiosk at the mall

- Engagement and interest can be low
- Town hall style meetings needed at residences
- Not significant diversity in activities of interest
- “We have to bring it to them” ideas and activities...practical program planning and encouragement
- Opportunities to learn new skills/hobbies
- Lots of programs in ‘bubbles’ important to offer to more groups
- Groups may not self-identify as “appropriate” for seniors
- Encourage older adults to self refer vs. family caregiver referral to programs
- Buddy programs, shared resources - 2 people shopping together

Employment and Civic Participation

- 55-64 unemployed- huge issue due to employment loss but not able to retire—ageism in the workforce, need retraining
- Barrier to participation (hearing devices, sight—lighting, costs)
- Resources in paper format at community centers and city buildings
- Promote transferrable skills, assessments
- St Clair college→Canterbury College higher education—helpful
- Educate employers of financial benefits of hiring older adults

WELLBEING

Communication

- Get creative about getting information out-ie Newsletter with property tax bill
- Information about social inclusion, programs, opportunities not getting to users
- Promote community support and health services
- Make sure literature is written at a level that most seniors read at and in their language
- Resources - webinars online, websites where content is research-based
- Continue to promote health services and service providers-System Navigation
- Continue to support and promote 211 & 311
- Connection between recreational teams and treatment teams
- LGBT sensitivity training for social agencies, health care professionals
- AGE Friendly volunteers educated on services available in and around the community, those volunteers then go around the city/county and educate others on these services (ex: coffee shops, retirement homes, dart nights, legions, small restaurants, public places)-(Brant has this program)
- Promote Grief counselling programs (funeral homes)
- Public meetings to get the input of elders in Windsor Essex about things they would like changed.
- Age-friendly training for service providers (i.e. taxi drivers, grocery stores, hospitality/retail sector) designed to break stereotypes and increase awareness. This should involve older adults.
- Age -friendly business awards, accessible, good customer service

- Create a age friendly region, work with the other municipalities to share resources
- Build upon existing community resources to create a communication chain with large groups of seniors to simplify promotion efforts for community organizations.
- Local professional networking groups or associations: pharmacists, doctors, social workers, Occupational Therapists, retired professionals. Are these groups part of the 211 promotion list?
- Promote social media opportunities for inclusion of rural and remote seniors

Healthcare

- Vulnerable patient navigator, VPN already exists in our community
 - For frequent ER visitors—connected with EMS worker who will check in→assess, calm down if needed
- Cultural culinary needs of ethnic minority seniors especially in hospitals, retirement homes, LTC homes (ex: Asian fusion food, largest ethnic minority in Windsor—Asian, south Asian group)
- Linguistic needs of seniors—more recent newcomers and those living here for 20+ years
- English, French, and other languages to support diverse linguistic needs
- Physicians/nurse practitioners offices not just in hospitals, make aware of services so they can be referred appropriately
- Better awareness of mental health services for seniors
- Compassion care community 1st with the ability to track Health care outcomes (prevention)
- Educating business and hospital to be able to communicate better with seniors and assessing how friendly they are
- Telephone accessibility “press 0 to speak to a real person”
- Before they open the new hospital have input from the seniors and AFC and SAC (no transportation yet for public use)
- Hospital discharges, decrease readmissions
- Spiritual health awareness and accessibility—area of health not tapped into
- Unbiased inclusion
- Ensure all patients discharged from hospital whether they are admitted or not (just seen at ER)
- Increase awareness of the challenges of LGBT in healthcare settings
- Identify high risk/marginalized patients to manage/prevent hospital admission
- Increased collaboration among providers
- Indigenous population → how do we incorporate them for co-creation-increased value to patients
- Incorporate indigenous peoples culture and beliefs to non-indigenous people into mainstream system
- Thinking upstream—connected to transportation, lower social isolation
- Encourage shared decision making—aligning patients treatment with their goals vs. traditional paternalistic approach to health care
- More system navigator tools for health care and long term care
- Clarify roles in health care system
 - LHIN (many changes recently)
 - Service Providers
- Need advocates for health care, Social Workers

- Better services for aging and mental health
- Social workers→ in LTC and care systems. Currently only a few have a SW yet it is a best practice
- Beyond assessments→ tangible resources to help
- Timely follow-up (need systems in place)
 - Front line resources
 - Consistency in care
- Living wage for care workers (pay them what they are worth? Is it enough?)
- \$= more beds
- We want to help with hospital discharge, hard to do when/if no placements available
- Significant risk if unable to be safe/heal at home - at home care is minimal, hard to assume family always available, etc.
- Time to look outside traditional models
- Significant gaps in mental health care/needs and housing (re: aging newcomers)
- Hard to keep morale in sector up when need and demand exceed resources
- RSVP programs that allow others to help are beneficial to both volunteers and services users
- Role of 'client' role of 'home', role of 'community' are all complex
- At our table, lots of '... does this or that still exist'
- Availability is constantly changing—frequent regular reviews are needed
- House call when necessary to reach isolated older adults

Education

- Education related to prevention, nonprofits are doing more with less funds, collaborate on education
- Programs to increase and ensure appropriate interaction with LGBT
- Promote online webinars to young professionals increasing their understanding of age friendly