

**Report to/Rapport au :**

**Community and Protective Services Committee  
Comité des services communautaires et de protection**

**and Council / et au Conseil**

**October 18, 2012  
18 octobre 2012**

**Submitted by/Soumis par :**

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Department / Services sociaux et communautaires**

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**CITY WIDE / À L'ÉCHELLE DE LA VILLE**

**Ref N°: ACS2012-COS-CSS-0011**

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**SUBJECT: CITY OF OTTAWA OLDER ADULT PLAN**

**OBJET : PLAN RELATIF AUX PERSONNES ÂGÉES DE LA VILLE D'OTTAWA**

**REPORT RECOMMENDATIONS**

**That the Community and Protective Services Committee recommend that Council approve:**

- 1. The Older Adult Plan as outlined in this report;**
- 2. That any unspent funds at the end of 2012 be identified in the 2012 year end surplus / deficit disposition report and that these funds be used in 2013 to complete the 2012 initiatives.**

**RECOMMANDATIONS DU RAPPORT**

**Que le Comité des services communautaires et de protection recommande au Conseil d'approuver:**

- 1. le Plan relatif aux personnes âgées, tel qu'il est exposé dans ce rapport;**
- 2. que les crédits non dépensés à la fin de 2012 soient indiqués dans le rapport sur l'excédent ou le déficit de fin d'année 2012, et que ces crédits soient utilisés en 2013 pour mener à terme les initiatives de 2012.**

## EXECUTIVE SUMMARY

### **Assumptions and Analysis**

Older adults represent a vibrant and vital segment of the Ottawa population. The number of seniors (65 years old and over) is projected to more than double over the next 20 years. By 2031, it is expected that there will be approximately 250,000 seniors in Ottawa, representing more than 20 percent of the total population. The fastest growth is expected in the suburban and rural areas of Ottawa. An aging population requires a proactive response from the City of Ottawa to adapt infrastructure, programs and services to the needs of this expanding group of residents.

On October 14, 2009, Ottawa City Council approved a motion from the Community and Protective Services Committee, originally submitted by the Seniors Advisory Committee, to create a comprehensive and forward-looking older adult plan for the City of Ottawa. The goal for the Older Adult Plan (OAP) project was to develop an action plan of concrete and actionable recommendations that would address the needs of current and future older adults living in Ottawa. The OAP has since been identified as a strategic initiative in the Term of Council Strategic Priorities (2011-2014) and operational funding in the amount of \$500,000 for the implementation of the plan's recommendations was approved in 2012. In 2011, the city of Ottawa became a member of the World Health Organization (WHO)'s *Global Network of Age Friendly Cities*.

The initial project scope identified three major phases: Research and Planning; Engagement and Consultation; and Strategy Development and Endorsement (CS2010-COS-ODP-0010 Older Adult Plan – Scope and Work Plan). Findings from the research phase were previously summarized in several reports (ACS2011-COS-ODP-0013 Older Adult Plan – Update and Next Steps): *Background Research: Setting the Stage; A Portrait of Ottawa Older Adults: Demographic and Socio-Economic Characteristics; and Inventory of Programs and Services for Older Adults*.

The consultation and engagement phase began immediately following the successful Mayor's Seniors Summit held at City Hall on October 3<sup>rd</sup>, 2011, and ended in December 2011. The purpose of the consultation phase was to engage a meaningful dialogue with Ottawa's older adult population and identify issues, needs and suggestions for improvements in eight key service areas. The consultation phase represented a joint undertaking of the City of Ottawa and the Age Friendly Ottawa initiative.<sup>1</sup> The most important or most commented on service areas were accessibility, communication and information, housing, and transportation.

The third phase, which began in Q1 2012, involved developing the OAP and seeking internal as well as community endorsement. The plan was developed with support from a number of City staff as well as cross-departmental staff working groups. In June 2012, a draft Older Adult Action Plan was shared with the community for validation. An Older Adult Plan Advisory Group comprised of older adults, 4 City Councillors, City staff and community leaders was created to provide feed-back on the various elements of the OAP. Input from the City's Seniors Advisory Committee was sought on a regular basis.

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<sup>1</sup> Age Friendly Ottawa is a three-year community project, managed by The Council on Aging of Ottawa, working with and for the growing population of seniors, with the ultimate goal of transforming Ottawa into a city that is more responsive to the needs of older adults.

The Older Adult Plan (Document 1) is fully informed by and based on the research findings and the input of Ottawa's older adults and other stakeholders. The Plan outlines a vision and goal statements and commits to **74** Actions (for 2012-2014), organized under eight Strategic Areas: Outdoor Spaces and City Buildings; Transportation; Housing; Communication and Information; Social, Recreational, and Cultural Participation; Civic Participation and Volunteering; Community Supports and Health Services; and Respect and Social Inclusion. The Plan particularly commits to improving the quality of life of vulnerable, low income, older adults by enhancing access to essential supports, programs, and services.

The Plan assigns responsibility for each Action to a City Department, which has committed to its implementation within the stated timeline.

The Older Adult Action Plan commits to a 2012-2014 implementation timeline. Planning for the 2015-2019 Older Adult Action Plan will begin during 2015. This cycle of continual improvement, with refreshed plans of action, reflects the process that is recommended by the World Health Organization for communities belonging to the *Global Network of Age Friendly Cities*.

Reporting on progress related to the implementation of the OAP is required since it represents a Strategic Initiative within the Term of Council Strategic Plan (2011-2014). Monitoring of the Older Adult Plan implementation will be accomplished as follows:

- Community and Social Services Department staff will monitor the implementation of the OAP Action Plan;
- Implementation progress will be reported to senior management and Council through the Corporate Planning Framework process;
- Feed-back on the implementation of the OAP Action Plan will also be provided by the City's Seniors' Roundtable.

City staff will continue to work in close collaboration with the Age Friendly Ottawa initiative in the future. The next step for Age Friendly Ottawa is the development of a three-year community action plan, which will include elements of the City's OAP. The community-wide plan must be submitted to the World Health Organization by fall of 2013 as a requirement for continued membership into the *Global Network of Age Friendly Cities*.

## **Financial Implications**

Many actions in the Older Adult Plan (OAP) can be implemented within departmental operating budgets, while others require additional funding for their implementation. In 2012, City Council approved \$500,000 in the Community and Social Services Departmental operating budget for the implementation of OAP initiatives. An Older Adult Plan - Spending Plan 2012-2014 (Document 2) has been developed by staff based on the results of an internal funding allocation process. The OAP Spending Plan identifies \$500,000 to be allocated in 2012 and 2013, including \$100,000 per year specifically targeting health and social supports for vulnerable, low income, older adults.

Another internal funding allocation process will be implemented in 2013 to consider requests for, prioritize and allocate 2014 OAP funding. The funding allocation process will consider the proposed 2014 funding contained in the Spending Plan (Document 2)

as well as funding for other OAP actions with 2014 implementation timelines. Departments will also review and consider where OAP actions can be funded within existing departmental budgets or through annual budget processes.

Due to implementation time required for the Strategy Development and the Endorsement phases, some of the 2012 initiatives may not be completed by the end of 2012. It is recommended that the unspent OAP budget be transferred to the 2013 budget in order to complete the 2012 initiatives.

### **Public Consultation/Input**

In total over 700 older adults contributed to building the City's Older Adult Plan (OAP).

Older adults and community stakeholders were consulted at various stages of the OAP project. During the consultation phase (in 2011), over 600 older adults and community stakeholders provided input during the Seniors' Summit, at nine general community sessions (held in English and French as well as in urban and rural areas), at fifteen targeted focus groups, and through the completion of a questionnaire (online, on paper, or by telephone). Special attention was taken to reach out to the following older population sub-groups with unique needs: francophones, Aboriginal residents, immigrants, residents on low income, rural residents, persons with disabilities, gay and lesbian residents, and isolated older adults.

In June 2012, a draft Older Adult Action Plan was shared with the community for validation. Through this validation process, approximately 100 older adults and other stakeholders reviewed the actions being proposed, indicated their level of support for each action, and provided feed-back to the City. Four validation sessions were organized across the city (in English and French) and a validation questionnaire was also available online.

City staff also met with various City Advisory Committees during the project. In addition, City staff provided updates to and sought feed-back from the City's Seniors' Advisory Committee on a regular basis.

In total over 700 older adults contributed to building the City's Older Adult Plan.

### **BACKGROUND**

Older adults represent a vibrant and vital segment of the Ottawa population. The number of seniors (65 years old and over) is projected to more than double over the next 20 years. By 2031, it is expected that there will be approximately 250,000 seniors in Ottawa, representing more than 20 percent of the total population. The fastest growth is expected in the suburban and rural areas of Ottawa. An aging population requires a proactive response from the City of Ottawa to adapt infrastructure, programs and services to the needs of this expanding group of residents.

On October 14, 2009, Ottawa City Council approved a motion from the Community and Protective Services Committee, originally submitted by the Seniors Advisory Committee, to create a comprehensive and forward-looking older adult plan for the City of Ottawa.

The Older Adult Plan (OAP) represents a significant initiative that will help the City enhance the quality of life of older adults in our community. The goal for the OAP project was to develop an action plan of concrete and actionable recommendations that would address the needs of current and future older adults living in Ottawa. The initial project scope identified three major phases: Research and Planning; Engagement and Consultation; and Strategy Development and Endorsement (CS2010-COS-ODP-0010 Older Adult Plan – Scope and Work Plan).

The OAP has since been identified as a strategic initiative in the Term of Council Strategic Priorities (2011-2014) and an operating budget of \$500,000 for the implementation of the plan's recommendations was approved in 2012. One of the strategic objectives in the Strategic Plan is: ***Achieve equity and inclusion for an aging and diverse population*** - Accommodate the needs of a diverse and aging population by effectively planning and implementing changes to major infrastructure development and service delivery. The OAP represents one of the strategic initiatives under this objective.

In 2011, the City of Ottawa and Age Friendly Ottawa presented a successful application to the World Health Organization for membership into the *Global Network of Age Friendly Cities*. Age Friendly Ottawa is an initiative led by the Council on Aging that aims to make Ottawa an 'age-friendly' community as defined by the World Health Organization.<sup>2</sup> The City of Ottawa became an official member of this network in October 2011.

## **Research and Planning**

The background research phase of the Older Adult Plan (OAP) began in Q2 2010. The scope of the background research was purposefully broad in an effort to gather as much information as possible about Ottawa's older adult population and the manner in which this population is being served by the City of Ottawa and other community stakeholders. Several key activities were conducted including: a review of the literature and of practices of other municipalities engaged in planning for older adults; a detailed analysis of demographic and socio-economic characteristics of Ottawa's older adults (including population projections); a review of the City's policies, strategies, priorities, programs, and services affecting older adults; consultations with 100 City employees from departments that typically serve large segments of the older adult population; and a review of services, initiatives, and priorities of funders, community organizations and networks that serve this population. Several reports summarize the research findings (ACS2011-COS-ODP-0013 Older Adult Plan – Update and Next Steps): *Background Research: Setting the Stage*; *A Portrait of Ottawa Older Adults: Demographic and Socio-Economic Characteristics*; and *Inventory of Programs and Services for Older Adults*.

The research phase provided the information necessary to enhance our understanding of the current - as well as future - characteristics and trends pertaining of the older population in Ottawa and what the implications might be for the City of Ottawa. The

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<sup>2</sup> The City of Ottawa has been an active participant on the Age Friendly Ottawa Steering Committee since the onset of the project.

analysis suggested several corporate-wide and departmental opportunities to improve service delivery to existing older adults in the immediate and short-term, while underscoring the necessity of preparing and planning for the pressures and opportunities stemming from population aging (longer-term outlook).

## **Consultation and Engagement**

The consultation and engagement phase began immediately following the successful Mayor's Seniors Summit held at City Hall on October 3<sup>rd</sup>, 2011, and ended in December 2011. The purpose of the consultation phase was to engage in a meaningful dialogue with Ottawa's older adult population and identify issues, needs and suggestions for improvements in eight key service areas (as per the World Health Organization's *Age Friendly Cities* protocol).<sup>3</sup> These 8 service areas included: Outdoor Spaces and Buildings; Transportation; Housing; Respect and Inclusion; Social Participation; Communication and Information; Civic Participation and Employment; and Community Supports and Health Services.

The consultation phase represented a joint undertaking of the City of Ottawa and the Age Friendly Ottawa initiative. Older adults and community stakeholders (caregivers, service providers, and businesses) participated in the process through nine general community sessions (held in English and French as well as in urban and rural areas), fifteen targeted focus groups, or the completion of a questionnaire (online, on paper, or by telephone). Special attention was taken to reach out to the following older population sub-groups with unique needs: francophones, Aboriginal residents, immigrants, residents on low income, rural residents, persons with disabilities, gay and lesbian residents, and isolated older adults.

Ottawa's most age-friendly attributes, as chosen by consultation participants, included green spaces, the sense of community, public libraries and the range of programs and activities provided for older adults. The most important or most commented on service areas were accessibility, communication and information, housing, and transportation. The consultation findings are broad and community-wide in scope; as such, a portion of the findings are relevant to the City of Ottawa in the development of the Older Adult Plan, while the remainder will be taken into consideration by Age Friendly Ottawa in the development of a community-wide age-friendly plan.

Through the consultation and validation exercises, over 700 older adults contributed to building the City's Older Adult Plan.

## **Strategy Development and Endorsement**

The third phase of the Older Adult Plan (OAP), which began in Q1 2012, involved developing the plan and seeking internal as well as community endorsement. The OAP was to be fully informed by and based on the research findings and the input of Ottawa's older adults and was to include a corporate-wide strategy (vision and goals),

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<sup>3</sup> The World Health Organization's *Age Friendly Cities* protocol offers an internationally recognized methodology to assess the age-friendliness of a city and identify areas for improvement.

an action plan of concrete recommendations and an accountability framework (ACS2011-COS-ODP-0013). An OAP Advisory Group was created to provide feed-back on the various elements of the OAP as these were developed. The Advisory Group was comprised of 12 older adults, 4 City Councillors, the Chair of the City's Seniors Advisory Committee, 13 City staff including 9 senior managers, and two representatives from Age Friendly Ottawa (Document 3). The Advisory Group met 3 times between March and August 2012. A sub-committee of the Seniors Advisory Committee also met with staff to provide feed-back on the development of the plan.

The elements of the OAP were developed with support from a number of staff and cross-departmental staff working groups. In June 2012, a draft Older Adult Action Plan was shared with the community for validation. The purpose of these validation sessions was to gauge older adults' level of support for the proposed actions, to see if the City of Ottawa was "on the right track", and to strengthen the Action Plan by incorporating feed-back. Throughout the process, older adults and other stakeholders reviewed the actions being proposed, indicated their level of support for each action, and provided feed-back to the City. Four validation sessions were organized across the city (in English and French) and a validation questionnaire was also available online. Representatives from relevant City Advisory Committees were also invited to participate in an Advisory Committee validation session. All individuals who participated in the validation period were asked to provide their level of support for each action on a scale of 1 (Strongly Oppose) to 5 (Strongly Support). Over 80% of the proposed actions received an average of 4 or higher and average scores ranged from 3.6 to 4.7, showing that the draft Action Plan was well-received by the community. Following the validation period, staff reviewed the feed-back received and adjusted the draft Action Plan.

## DISCUSSION

Like other large municipalities around the world, the City of Ottawa recognizes that changes and improvements can be made now in order to improve the age-friendliness of the community for the future, while at the same time preparing for the projected increase in the number of seniors over the next two decades. In 2009, City Council directed the development of an Older Adult Plan (OAP) and this final report represents the outcome of this commitment. The OAP will enact changes to infrastructure and service delivery that will have direct benefits on the quality of life of older adults as well as on that of the general population.

The City of Ottawa OAP includes a proactive and coordinated road map by articulating an overall Vision as well as goals for each of eight Strategic Areas. The Strategic Areas are based on the World Health Organization's age-friendly domains and include: Outdoor Spaces and City Buildings; Transportation; Housing; Communication and Information; Social, Recreational, and Cultural Participation; Civic Participation and Volunteering; Community Supports and Health Services; and Respect and Social Inclusion.

The Older Adult Plan (Document 1) commits to **74 Actions** (for 2012-2014), organized under the eight Strategic Areas. Approximately half of the recommended actions represent new initiatives, while the remainder constitute enhancements to existing

services. In addition, the Plan particularly commits to improving the quality of life of vulnerable, low income, older adults by enhancing access to essential supports, programs and services.

The Plan assigns responsibility for each Action to a City Department, which has committed to its implementation within the stated timeline. Many actions can be implemented within existing departmental operating budgets, while others will require additional funding for their implementation. The Action Plan summarizes, for each action, the following information: lead department, identification of certain groups with unique needs for whom the actions will have most impact, implementation timeline, OAP funding requirements, and performance metrics.

Highlights of the Actions in the OAP include:

- Enhance access to health and social supports for vulnerable, low income, older adults;
- Train key individuals in the community to identify and refer older adults who appear to be isolated and refer them to appropriate services;
- Expand existing Snow Go and Snow Go Assist Programs;
- Provide dental screening and education to low income older adults;
- Enhance health promotion and education activities and initiatives;
- Print a targeted guide of social, recreational, and cultural programs;
- Implement a CPR training program specifically designed for older adults;
- Develop and implement a computer literacy and internet safety curriculum for older adults;
- Increase the number of Yellow Grit boxes along sidewalks;
- Install additional pedestrian signals at selected intersections;
- Install additional accessible features in City facilities highly frequented by older adults or in areas of the city with a high proportion of older adult populations;
- Install additional benches in City parks, on roads, and pathways.

The above noted actions will receive OAP funding to support their implementation under the proposed Older Adult Plan - Spending Plan 2012-2014 (Document 2).

In addition, examples of actions to be implemented through existing operational budgets include:

- Reinforce information, education, and support services for family and friend caregivers;
- Develop an awareness campaign about 311, 211, 911 targeted at older adults;
- Review Para Transpo procedures to make advance booking easier;
- Develop new volunteer opportunities that meet the specific interests of older adults;
- Sensitize and educate City personnel about older adult issues;
- Establish a paramedic program of regular home visits for check-up and support purposes (to be funding through the Local Health Integration Network); and
- Publish accessibility ratings for City facilities.



In summary, the OAP Actions aim to:

- Enhance access to supports for vulnerable (on low income and/or socially isolated) older adults;
- Adjust programs and services based on demographic realities and stated interests;
- Improve pedestrian safety at intersections and on sidewalks;
- Encourage health promotion and active aging activities;
- Enhance supports to caregivers;
- Enhance services within City-operated residential facilities;
- Develop effective communication strategies and initiatives;
- Improve access and use of public transit;
- Enhance staff training and promote awareness about older adult issues;
- Increase staff's ability to interact with older adults in a respectful and informed manner;
- Improve accessibility of buildings and outdoor spaces;

The Vision, Goals and Actions in the OAP were all established through extensive community consultation, primary research and demographic analysis. The Plan's scope extends across all City Departments and positions Ottawa as an age-friendly city, where the City's policies, services, facilities and programs will be made more accessible and responsive to the needs and interests of older persons.

### **Spending Plan for 2012-2014**

While some of the actions identified in the Older Adult Action Plan can be implemented at low or no cost, others require additional funding for their implementation. City Council approved \$500,000 in the 2012 operating budget for the implementation of Older Adult Plan (OAP) initiatives. Since the total cost of actions requiring funding was likely to exceed the available budget, a funding allocation process was required to ensure decisions were made in a manner that was transparent, fair, and evidence-based. An internal funding allocation process was developed using existing funding administration protocols.

Departments with the lead for actions that require funding for implementation were requested to develop and submit proposals (for 2012 and 2013 OAP funding). A Funding Allocation Review Team was created with representation from City staff, the OAP Steering Committee, the City's Seniors Advisory Committee, and the Community Funding Unit team. Team members reviewed and scored each proposal individually (using a scoring tool developed for this purpose), then met to review and develop a ranked list of recommended proposals.

An Older Adult Plan - Spending Plan 2012-2014 (Document 2) has been developed by staff, based on the recommendations of the Funding Allocation Review Team. The OAP Spending Plan identifies \$500,000 to be allocated in 2012 and 2013, including \$100,000 per year specifically targeting health and social supports for vulnerable, low income, older adults.

Another internal funding allocation process will be implemented in 2013 to consider requests for, prioritize and allocate 2014 OAP funding. The funding allocation process will consider the proposed 2014 funding contained in the Spending Plan (Document 2) as well as funding for other OAP actions with 2014 implementation timelines. Departments will also review and consider where OAP actions can be funded within existing departmental budgets or through annual budget processes.

Due to the implementation time required for the Strategy Development and Endorsement phases, some of the 2012 initiatives may not be completed by the end of 2012. It is recommended that the unspent OAP budget be transferred to the 2013 budget in order to complete the 2012 initiatives.

### **Timeline**

The Older Adult Action Plan commits to a 2012-2014 implementation timeline, with the long-term Vision and eight Goal Statements strongly setting the overall path for the future. Successive action plans will be developed to align with future terms of Council. Each successive action plan will build on the successes and lessons learned of past ones, identifying actions that continue to respond to issues raised by older adults and that are feasible given the current fiscal environment. Planning for the 2015-2019 Older Adult Action Plan will thus begin during 2015. This cycle of continual improvement, with refreshed plans of action, reflects the process that is recommended by the World Health Organization for communities belonging to the *Global Network of Age Friendly Cities*.<sup>4</sup>

### **Accountability Framework**

The Older Adult Plan (OAP) monitoring function represents a key component within the cycle of continuous improvement (see diagram below). Reporting on progress related to the implementation of the OAP is also required since it represents a Strategic Initiative within the Term of Council Strategic Plan (2011-2014). The corporate performance measure related to the OAP initiative reads as follows: *Implement 70% of the recommendations with 2013 and 2014 timelines identified in the Older Adult Action Plan*.<sup>5</sup>

Monitoring of the OAP implementation will be accomplished as follows:

- Community and Social Services Department staff will monitor the implementation of the OAP Action Plan;
- Implementation progress will be reported to senior management and Council through the Corporate Planning Framework process;

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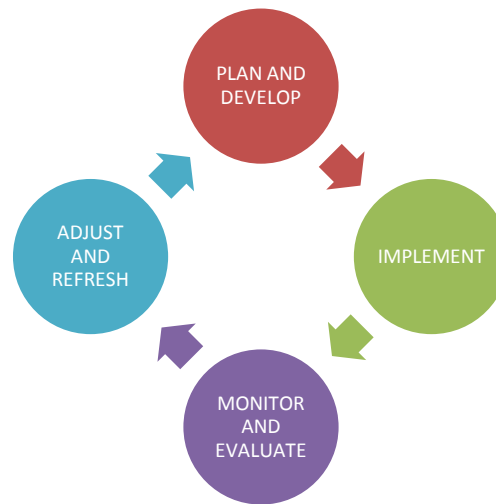
<sup>4</sup> For more information, consult the brochure on the WHO Global Network of Age Friendly Cities at:

[www.who.int/ageing/Brochure-EnglishAFC9.pdf](http://www.who.int/ageing/Brochure-EnglishAFC9.pdf)

<sup>5</sup> [HTTP://WWW.OTTAWA.CA/EN/CITY\\_HALL/PLANNINGPROJECTSREPORTS/OTTAWA\\_PERFORMANCE/CSP\\_2011\\_2014/](http://www.ottawa.ca/en/city_hall/planningprojectsreports/ottawa_performance/csp_2011_2014/)

- Feed-back on the implementation of the OAP actions will also be provided by the City's Seniors' Roundtable.

### ***Cycle of Continuous Improvement- Older Adult Plan***



### **Partnership with Age Friendly Ottawa**

City staff will continue to work in close collaboration with the Age Friendly Ottawa initiative. Age Friendly Ottawa is a partnership of The Council on Aging of Ottawa, the City of Ottawa, and the Centre for Governance of the University of Ottawa and other partners working together through an Ottawa Age Friendly Steering Committee. Age Friendly Ottawa is a three-year community project working with and for the growing population of seniors, with the ultimate goal of transforming Ottawa into a city that is more responsive to the needs of older adults. This project is based on the World Health Organization (WHO)'s *Age Friendly Cities* Project and on federal, provincial and territorial Age Friendly Communities Canada principles.

A purposeful collaborative relationship between the two projects was instituted in order to maximize community benefits. Both projects have adopted the WHO's age-friendly framework, a joint application to the WHO Global Network of Age Friendly Cities was successful, and joint extensive consultations with Ottawa older adults have been conducted.

The next step for Age Friendly Ottawa is the development of a three-year community action plan, which will include elements of the City's Older Adult Plan. The community-wide plan must be submitted to the WHO by fall of 2013 as a requirement for continued membership into the *Global Network of Age Friendly Cities*.

### **Conclusion**

The Older Adult Plan provides a road map towards making Ottawa an age-friendly city and preparing the City of Ottawa to respond to rapid population aging in the decades ahead. The Plan addresses issues and interests that have emerged from consultation

with the community, city staff and service providers and creates new opportunities for the City of Ottawa to implement concrete steps to improve the quality of life of its older residents.

### RURAL IMPLICATIONS

The Older Adult Plan contains recommendations that either specifically target or will have positive impacts on the quality of life of older residents living in rural areas.

### CONSULTATION

The City of Ottawa's Seniors Advisory Committee was provided with regular updates on the project; staff also met with and received feed-back from the Seniors Advisory Committee's Older Adult Plan (OAP) sub-committee several times during the course of the project.

Staff made specific presentations and received feed-back from several of the City's Advisory Committees twice during the course of the project. More recently, members of the City's Advisory Committees were invited to attend a validation session where their input was specifically solicited on the draft Older Adult Action Plan.

City of Ottawa staff were engaged throughout the process either as members of the project's Steering Committee, staff working groups, or the Advisory Group. The OAP Advisory Group also included several Ottawa older adults on its membership.

Over 700 community members, and more specifically older adults, were extensively consulted during the development of the OAP project during consultations and validation sessions. Using the Equity and Inclusion Lens Guide, special consideration was taken to reach out to specific sub-groups of the older population who may have unique needs: e.g. francophones, Aboriginal residents, immigrants, rural residents, persons with disabilities, low income residents, gay and lesbian residents, and isolated older adults. Notification pertaining to consultation and validation events was provided using print media, the City's web site, invitations to participants of the Seniors Summit, and invitations to community agencies serving older adults.

### LEGAL IMPLICATIONS

There are no legal impediments to the implementation of the report recommendations.

### RISK MANAGEMENT IMPLICATIONS

There are no risk implications.

## FINANCIAL IMPLICATIONS

With the report recommendations any unspent Older Adult Plan funds at the end of 2012 will be identified in the 2012 year end surplus / deficit disposition report. These funds will be used in 2013 to complete the 2012 initiatives. The 2013 Spending Plan is included in the draft 2013 budget estimates.

## ACCESSIBILITY IMPACTS

The Older Adult Plan represents the City's commitment to improving the quality of life of older residents. Several recommendations contained in the Plan also specifically address the needs of older persons with disabilities (related to infrastructure and service delivery improvements) but will have a positive impact on all residents with disabilities.

## TECHNOLOGY IMPLICATIONS

Information Technology Services will work to identify and prioritize the required business technology capabilities, and establish an affordable and effective work plan to support these new and transformative initiatives, in partnership with Community and Social Services and the other lead Departments (Ottawa Public Health, Ottawa Public Library, Parks, Recreation & Cultural Services, Planning and Growth Management, Transit Services, Public Works, Service Ottawa and Emergency and Protective Services).

## TERM OF COUNCIL PRIORITIES

The Older Adult Plan represents a Strategic Initiative (#36) in the Term of Council Strategic Priorities (2011-2014) and supports the Strategic Priority of a Healthy and Caring Communities, specifically the strategic objective: Achieve equity and inclusion for an ageing and diverse population (HC1). In addition, individual actions contained in the Plan support a number of additional Strategic Priorities including:

- Transportation and Mobility
- Service Excellence
- Governance, Planning & Decision Making

## SUPPORTING DOCUMENTATION

<a href="#">Document 1</a>	City of Ottawa Older Adult Plan 2012-2014
<a href="#">Document 2</a>	Older Adult Plan - Spending Plan 2012-2014
<a href="#">Document 3</a>	Membership of the Older Adult Plan Advisory Group and Steering Committee

## DISPOSITION

The Strategic Community Initiatives Branch of the Community and Social Services Department is responsible for monitoring the implementation of the Older Adult Plan and reporting on implementation progress.

City operational staff will ensure that all of the recommended actions, new initiatives and enhancements to services and programs identified under the Older Adult Plan

(Document 1) are implemented (i) in strict compliance with all applicable legislation and City By-laws, and (ii) in consultation with City of Ottawa Bylaw and Regulatory Services and Legal Services.

Staff will refresh the Older Adult Plan in 2015 and report back in Q4 of 2015.