

## CITY OF EDMONTON SENIORS' INITIATIVES IN SUPPORT OF THE EDMONTON SENIORS DECLARATION

The following summary outlines examples of City Department's seniors' initiatives and alignment of services in support of the Edmonton Seniors Declaration

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| <b>COMMUNITY SERVICES</b> | Community Services is committed to ensuring seniors have access to programs, activities and services and that seniors are safe in their homes and neighbourhoods.  |
|                           | <ul style="list-style-type: none"> <li>• Through city-operated seniors' centres and specialized seniors programming at city recreation facilities, seniors have access to special interest and hobby programming as well as health and fitness programming designed for age and mobility concerns.</li> <li>• Recreation centres offer amenities that appeal to older adults such as whirlpools, steam rooms, pools with warmer water.</li> <li>• New social spaces for older adults were created at Terwillegar and Commonwealth Community Recreation Centres. Older adult promotional material was developed and enhanced daytime programming to accommodate seniors' schedules.</li> <li>• Subsidized rates or access to Leisure Access program is provided at all facilities.</li> <li>• Recreation Coordinator position was developed for seniors programs at city recreation facilities.</li> <li>• The Elder Abuse Intervention Team includes staff from Community Services and works to respond to/prevent elder abuse in the community.</li> <li>• A new City of Edmonton Services for Seniors Guide was developed and Edmonton this Week includes a monthly seniors focus.</li> <li>• Family and Community Support Services, Community Investment Operating Grant, and Seniors Centre Investment Program provide a variety of seniors organizations with the financial support to run programs and services and to enhance their organizational capacity.</li> <li>• The Communities of Interest Seniors Team was expanded to include the Seniors Coordinator and two Social Workers. They develop and implement corporate and community initiatives that promote and support an age-friendly Edmonton. Examples of work include the Seniors Centre Plan, Edmonton Services for Seniors Guide, World Health Organization's Declaration of Edmonton as a Global Age Friendly City and Seniors Assisted Transportation Plan.</li> <li>• Ongoing support is provided to the Creative Age Festival/ arts and aging initiatives.</li> <li>• Two Aging in Place Community Demonstration projects were coordinated from May 2010-March 31, 2012.</li> </ul> |

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|                           | <ul style="list-style-type: none"> <li>• Vision for an Age Friendly Edmonton Action Plan was completed and launched in 2011.</li> <li>• The Mill Woods Seniors Centre and Multicultural Facility is currently being developed and will be a 17,500 square foot space including programming space, meeting rooms, a commercial kitchen, and administrative offices to meets the needs of seniors and the multicultural community.</li> <li>• There was focused effort to ensure seniors are involved and consulted with on major projects and plans such as Clareview Multicultural Centre, Winspear project, Artists Urban Village, The Way We Live Implementation Plan, WinterCity Strategy and Civic Precinct Mater Plan.</li> <li>• Evaluation support was provided for Aging in Place, Creative Age Festival and Elder Abuse Team.</li> <li>• Edmonton Fire Rescue Services targets seniors as a priority group for enhanced fire prevention and public education services. In 2011, 66 presentations were provided to 2410 seniors. Fire Inspections and drills are provided to seniors' apartment and condominiums, Fire Safety brochure for seniors was developed, and a special section on the website is being developed for seniors.</li> <li>• Outdoor spaces and parks utilize universal design standards and focus on areas such as width of walkways, adequate benches, installation of ramps, adequate lighting, width of walkways, etc. Several age friendly parks have been developed.</li> </ul> |
| <b>CORPORATE SERVICES</b> | <p>Corporate Services is committed to respecting individuals regardless of age and ensuring seniors have opportunities to stay engaged in city life.</p>   |
|                           | <ul style="list-style-type: none"> <li>• 311 trains front line staff to recognize the signs of age related changes and to adapt their communication or service delivery to meet the needs of this audience. 311 staff are certified to deliver Senior Friendly Training™, which trains staff recognize the myths about seniors and provide services in a way that addresses the needs of the aging population.</li> <li>• All election polling stations are accessible and polling stations can be held in seniors' group retirement homes. Election staff can deliver ballots to residents unable to leave their home or will provide mail-in ballots.</li> <li>• A new seniors section was created on the city website <a href="http://edmonton.ca/seniors">edmonton.ca/seniors</a>.</li> <li>• Council and committee meetings are accessible, have hearing assisted devices and offer real time captioning, if required.</li> </ul>   |

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|                                | <ul style="list-style-type: none"> <li>• Diversity and Inclusion Framework and Implementation Plan and the Respectful Workplace Directive and Procedure values human differences in the workforce and include a variety of protected grounds including “age”.</li> <li>• Occupational Health and Safety manages Duty to Accommodate that covers aging in the workplace.</li> <li>• Intergenerational Working Styles training was provided to help address needs of an aging diverse workforce and a Leadership Mentoring Pilot program was initiated. Many participants were mature workers who served as mentors.</li> </ul>   |
| <b>SUSTAINABLE DEVELOPMENT</b> | Sustainable Development is committed to ensuring the city’s urban design and physical infrastructure allow for seniors to participate in full lives.  |
|                                | <ul style="list-style-type: none"> <li>• Promotion and adoption of numerous directive policies that incorporate accessibility, universal and age-friendly design in designing and building new and established neighbourhoods, outdoor spaces, and buildings. The Way We Grow includes a number of directive policies which support the needs of seniors.</li> <li>• Zoning bylaw amendments are underway which will facilitate the development of seniors housing and similar forms of congregate communities; and define and provide incentives for Visitable and Lifespan housing.</li> <li>• Requests for Expressions of Interest have identified community interested in developing surplus school sites as seniors housing. Eight sites have been identified as potential for affordable seniors housing and the branch is working on amending any applicable Area Structure Plan, Neighbourhood Structure Plan or Outline Plan, and rezoning and subdividing the land in order to allow for the development of seniors housing.</li> </ul> |
| <b>TRANSPORTATION SERVICES</b> | Transportation Services is committed to ensuring the city’s transportation systems allow seniors to participate in full lives and to ensuring that seniors have access to services that help them stay engaged in city life.  |
|                                | <ul style="list-style-type: none"> <li>• Seniors Transportation Working Committee was established with representatives from the Transportation Services and Community Services to provide a single point of contact for specific concerns about seniors’ transportation. The Committee shares information on senior-related programs and services and addresses concerns related to seniors’ transportation.</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>• Age-friendly signage standards have been developed based on comprehensive testing of the senior demographic and are implemented through regular maintenance programs and neighbourhood renewal projects.</li> <li>• A review of the seniors' community bus program network, including options for expansion is underway, and two new community bus routes are being introduced in September 2012 as a result of initiatives arising out of the Aging in Place projects in Southeast Edmonton and Mill Woods.</li> <li>• The ETS Mobility Choices Travel Training Program provides free customized group and one-on-one instruction on public transit use to seniors, persons with mobility challenges and newcomers.</li> <li>• ETS Seniors Pass program continues to be well-used.</li> <li>• Seniors on the Go Program introduces seniors to transit and provides free field trips.</li> <li>• DATS has numerous initiatives to provide seniors with information on travel options and ensure future capacity meets growing needs.</li> <li>• Transportation planning administers several programs which benefit seniors and 150 new curb ramps are constructed each year.</li> <li>• Transit participates at many community events/ resource fairs and with community initiatives such as the Aging in Place Project.</li> </ul> |
| <b>FINANCIAL SERVICES and UTILITIES</b> | Financial Services and Utilities is committed to ensuring seniors are safe in their homes and neighborhoods  |
|   | <ul style="list-style-type: none"> <li>• Taxation and Assessment provide a flat rate grant to low income seniors to assist with municipal tax increases.</li> <li>• Waste Management Services offers a free assisted waste collection service for customers who have difficulty getting their recycling or garbage to the curb or lane. Collectors will pick up garbage and recycling from outside the front or back door of the home.</li> </ul>  |