

SENIORS AGE-FRIENDLY STRATEGY UPDATE

EXECUTIVE SUMMARY

This report presents the Seniors Age-Friendly Strategy and Implementation Plan for Council approval. The Seniors Age-Friendly Strategy is a City-led, community-driven initiative that uses the World Health Organization's Global Age Friendly Cities framework to identify how The City, other levels of government, the health sector, non-profit organizations, post-secondary institutions, the private sector, and Calgary citizens can work together to meet the needs of Calgary's aging population.

The strategy identifies shared outcomes and actions that will support the health, participation, and security of Calgarians as they age. The implementation plan outlines how stakeholders will transition from the strategy development phase into implementation. Following the approval of the strategy and implementation plan, Calgary will seek recognition as an age-friendly city from the Government of Alberta and the World Health Organization.

ADMINISTRATION RECOMMENDATION(S)

That the SPC on Community and Protective Services recommends that Council:

1. Approve the attached Seniors Age-Friendly Strategy and Implementation Plan; and
2. Direct Administration to report back on the progress of the implementation of the strategy no later than 2016 October.

RECOMMENDATION OF THE SPC ON COMMUNITY AND PROTECTIVE SERVICES, DATED 2015 JUNE 09:

That that the Administration Recommendations contained in Report CPS2015-0491 be approved.

Excerpt from the Minutes of the Regular Meeting of the SPC on Community and Protective Services, Held 2015 June 09:

“And further, that the distributions received with respect to Report CPS2015-0491 be attached to the report prior to being forwarded to Council.

CARRIED”

PREVIOUS COUNCIL DIRECTION / POLICY

On 2013 March 18, Intergenerational Support Strategy Notice of Motion (NM2013-10) directed Administration “to return to Council, through the SPC on Community and Protective Services, with a report detailing what work is already being done within The City and in the community, on senior-friendly strategies, and a potential work plan for this work going forward, no later than 2013 June.”

On 2013 July 29, Council approved the Seniors Age-Friendly Strategy report (CPS2013-0374), directing Administration “to develop a community-wide Seniors Age Friendly Strategy and implementation plan and report back to the SPC on Community and Protective Services with a progress report no later than 2014 June”.

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On 2014 June 23, Council approved the Seniors Age-Friendly Strategy Update report (CPS2014-0434), directing Administration “to report back to Council through the SPC on Community and Protective Services with a Seniors Age-Friendly Strategy and implementation plan progress report no later than 2015 June”, and “to finalize the shared vision, principles and goals and report back to the SPC on Community and Protective Services by 2014 December 10”.

On 10 December 2014, the SPC on Community and Protective Services received the CPS2014-0939 report and attachments for information. The report and attachments included the shared vision, principles, and goals of the Seniors Age-Friendly Strategy.

On 15 December 2014, Council adopted NM2014-44, as follows: that City Council commit to Calgary becoming an Age-Friendly City upon approval of the Seniors Age-Friendly Strategy in 2015 June, and that The City of Calgary seek official designation as an Age-Friendly City from the World Health Organization (as we did with our Safe City designation) and the Government of Alberta.

BACKGROUND

The seniors population in Calgary is rapidly growing, mirroring a national and worldwide demographic shift based on decreasing birth rates, increasing life expectancies and the advancing age of the Baby Boom cohort. In 2011, the first wave of Baby Boomers (those born between 1946 and 1965) began to turn 65, signalling the start of this major shift. Although a relatively young city, with a median age of 36.4 compared to 40.6 for Canada, Calgary is currently on the edge of a rising tide of seniors (Statistics Canada. 2012. Census Profile. 2011 Census. Statistics Canada Catalogue no. 98-316-XWE). Currently, there are approximately 120,000 Calgarians aged 65 years and older, accounting for 10 per cent of the population (The City of Calgary. 2014 Civic Census). In 20 years, it is expected that this number will almost double to 225,000, which is more than twice the growth rate for the total population in Calgary (The City of Calgary, Corporate Economics. 2014-2042 Projections). By 2042, the number of seniors will grow to more than 280,000, at which point they will comprise 15 per cent of Calgary’s total population. The Seniors Age-Friendly Strategy has been developed to enable the health, participation, and security of Calgary’s aging population.

In early 2013, a group of non-profit organizations called the Older Adult Service Providers of Calgary identified the need for a community-wide strategy to prepare for Calgary’s aging population. Following a 2013 March Notice of Motion for an Intergenerational Support Strategy, Council determined in 2013 July that The City would take a leadership role in developing a community-wide Seniors Age-Friendly Strategy based on the framework of the World Health Organization’s Global Age-Friendly Cities initiative.

INVESTIGATION: ALTERNATIVES AND ANALYSIS

The Seniors Age-Friendly Strategy has been developed using the World Health Organization’s Global Age-Friendly Cities initiative as a framework to plan to meet the needs of Calgary’s aging population. This research-based initiative was developed to respond to the global trends of population aging and urbanization, and is supported by the Public Health Agency of Canada

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and the Government of Alberta. The framework established a scope for the strategy, guided the development of a governance structure, provided a methodology for the focus group engagement sessions, and helped to define the role of older adult citizens in the strategy development process. The Government of Alberta and the World Health Organization provide formal recognition for cities that are working toward becoming age-friendly (Attachment 1).

The Seniors Age-Friendly Strategy Steering Committee, in consultation with the Advisory Committee and working groups of subject matter experts, considered:

- the scope outlined within the Global Age-friendly Cities framework;
- scans of similar strategies from other cities;
- local demographic information; and
- the results of public engagement process to develop a shared vision, principles, and goals.

A Results Based Accountability process then identified population level results, indicators, strategies, partners, and proposed actions for each goal to reflect the particular needs and priorities of Calgary's aging population. The resulting six local priorities are outlined in the strategy (Attachment 2), with 13 population-level results, 36 strategies and 139 proposed actions.

1. Access to Information and Services
2. Community Support and Health
3. Prevention and Response to Elder Abuse
4. Housing
5. Participation and Inclusion
6. Transportation and Mobility

There is a high level of commitment within the community to pursue the strategies and actions in the Seniors Age-Friendly Strategy. The strategy is intended to be a living document that allows for innovation and change as issues and opportunities emerge. The first task of the Steering Committee as the Seniors Age-Friendly Strategy moves into implementation will be to charter the implementation process. Partners' accountabilities for specific actions will be formalized during the chartering process, including identifying lead roles for actions and timelines for completion of actions within annual work plans. Resourcing commitments of each partner will also be made during this phase of transition to implementation.

The Implementation Plan identifies a governance structure that was informed by a scan of the models used in other cities and consultation with local stakeholders. The current Steering Committee supports the governance structure presented in Attachment 1 based on the following characteristics: the inclusiveness of a large Steering Committee, the efficiency of a small executive group within the Steering Committee, the direct focus on achievement of outcomes through Action Teams, and the ongoing strategic guidance and practical support provided by a project management team within Community & Neighbourhood Services (CNS).

A framework for evaluation of the Seniors Age-Friendly Strategy will be developed within the first year of implementation. The framework will assess both progress toward outcomes and process to support continuous improvement. The Seniors Age-Friendly Strategy identifies

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population level results, describing the quality of life changes that will make Calgary a more age-friendly city. Stakeholders also proposed population level indicators, which could be used to measure progress toward the population level results. The Public Health Agency of Canada is planning to release a standard set of indicators aligned with the World Health Organization's Global Age-Friendly Cities framework in 2015 spring. Specific indicators and measurement processes will be identified within the evaluation framework.

Stakeholder Engagement, Research and Communication

Administration collaborated with representatives from non-profit organizations, Alberta Health Services, Alberta Seniors, and local community groups to conduct stakeholder engagement and collect research to inform the development of the Seniors Age-Friendly Strategy. The process assisted the Steering Committee, Advisory Committee, and working groups of subject matter experts to develop a shared vision and principles. Three public and stakeholder engagement activities directly informed the identification of local priority areas for the Seniors Age-Friendly Strategy. Public engagement included focus groups with 137 older adults and caregivers, and a telephone survey of 500 Calgarians. Stakeholders from the public, private, and non-profit sectors dedicated a total of 525 hours to a series of strategic planning sessions to identify community priorities.

Two other mechanisms for ongoing public and stakeholder engagement were built into the strategy development process. The Advisory Committee provided monthly input into the development of the Seniors Age-Friendly Strategy based on members' lived experiences of aging in Calgary. The input informed the decisions of the Steering Committee. In addition, a group of stakeholders representing the needs and strengths of diverse and vulnerable older adults was convened at the beginning of the strategy development process in 2014 September to ensure that the Seniors Age-Friendly Strategy is inclusive of diverse and vulnerable populations.

In addition to information collected through stakeholder engagement activities, the following research has informed the development of the Seniors Age-Friendly Strategy:

- The World Health Organization's Global Age Friendly Cities initiative
- Scans of the strategies and implementation plans of other Canadian and North American cities to prepare for an aging population
- Demographic information compiled by Geodemographics and CNS
- Research associated with local priority issue areas (e.g. seniors housing research conducted by the Canadian Mortgage and Housing Corporation)

Throughout 2014, The City participated in a research project by the Organization for Economic Cooperation and Development called *Sustainable Urban Development Policies in Ageing Societies*. The final report was published on 2015 April 30.

The project team within CNS has provided stakeholders with progress updates throughout the development of the strategy, including presentations to organizations and community groups on request. As the Seniors Age-Friendly Strategy moves into the implementation phase, there will be further communication with the public, community organizations, local businesses, and other potential stakeholders.

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Strategic Alignment

The Seniors Age-Friendly Strategy and implementation plan align with Council's 2015-2018 Priority for a prosperous city P8: Respond to the needs of an aging population.

The City's *Sustainability 2020 Direction* establishes a target for Calgary to be an age-friendly city by 2020, and recommends that The City develop and implement a city-wide strategy. The Seniors Age-Friendly Strategy and Implementation Plan will include outcomes and measures toward reaching this target.

Due to its broad, cross-departmental scope, the Seniors Age-Friendly Strategy is aligned with policies and plans at the Corporate and business unit level, including the Municipal Development Plan, Calgary Transportation Plan, Affordable Housing Strategy, Step Forward Pedestrian Strategy, Corporate Accessibility Policy, Fair Calgary Policy, Plain Language Policy, Engage Framework, Active Aging Strategy, and the Social Sustainability Framework.

Social, Environmental, Economic (External)

Social

The Seniors Age-Friendly Strategy identifies strategies for Calgary's aging population, including socially isolated seniors, to participate more fully in their communities. Strategies that improve transportation and access to information and services support older Calgarians to stay in their homes and communities as they age and participate in the community. Strategies to prevent and respond to elder abuse lead to increased safety and security for older adults in Calgary. In the areas of Housing and Community Support and Health, the Seniors Age-Friendly Strategy provides increased opportunities for Calgarians to have access to the housing and services that support them to maintain their community connections as they age.

Environmental

Communities that incorporate housing, transportation and services within geographically centralized areas are not only age-friendly; they have a smaller ecological footprint.

Economic

The economic implications of an aging society include potential declines in income tax revenues, labour force participation, and labour mobility; changing consumption patterns; and increased demand on intergenerational support systems. The Seniors Age-Friendly Strategy addresses the economic implications of Calgary's aging population through strategies that support the continued labour force participation of older adults, and that provide support for family caregivers.

Calgary's older adult population is very diverse, including in the levels of personal and financial capacity. Although many seniors live on a fixed income that is determined by the size of their pensions and retirement savings, the income of seniors in Calgary is comparable to other age groups. The Seniors Age-Friendly Strategy strives to meet the needs of low-income seniors, and also involves the aging population as a resource to contribute to a vibrant and sustainable community.

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Financial Capacity

Current and Future Operating Budget:

CNS has allocated resources within *Action Plan* 2015-2018 for the ongoing coordination of the implementation plan. Other business units and external partners are responsible for determining and allocating funding as required to deliver on shared outcomes. Proposed actions within the Seniors Age-Friendly Strategy that involve The City have been identified as 1) currently funded, or 2) budget to be identified through a process separate from the Seniors Age Friendly Strategy (e.g. Step Forward Pedestrian Strategy or Community Affordable Housing Strategy). Resource requirements across Administration will be monitored, and the potential need for further resources may be identified through the budget adjustment process and through the 2019-2022 budget planning cycle.

Current and Future Capital Budget:

No capital budget implications were identified in this report. Aligned actions within the Seniors Age-Friendly Strategy that have capital budget implications (e.g. Step Forward Pedestrian Strategy) will identify budget requirements within their respective strategies or programs.

Risk Assessment

The Seniors Age-Friendly Strategy mitigates the risk of not meeting future seniors' needs by helping to engage the community and The City in developing a more effective response to the increasing seniors' population. Although several Business Units and community organizations have been preparing individually for the impact of Calgary's aging population for several years, there has not to this point been a coordinated effort across The Corporation and the community to address this demographic change. The breadth of the local priority issues and stakeholders involved facilitates cross-departmental collaborations and community connections between sectors to address the complexity and diversity of the needs and opportunities presented by an aging population.

REASON(S) FOR RECOMMENDATION(S):

The Seniors Age-Friendly Strategy and Implementation Plan identifies how The City is responding to the needs of an aging population, and the contribution of The City toward a community wide shared vision and quality of life results.

ATTACHMENT(S)

1. Requirements for Recognition as an Age-Friendly City
2. Seniors Age-Friendly Strategy and Implementation Plan 2015-2018
3. **Public Submissions**