

SENIORS AGE-FRIENDLY STRATEGY UPDATE

EXECUTIVE SUMMARY

This report outlines progress made during the first year of the implementation of the *Seniors Age-Friendly Strategy and Implementation Plan 2015-2018* ("the Strategy"). Since the Strategy was approved in 2015 June, there has been progress in several areas; the governance structure has been revised according to the implementation plan recommendations and the Strategy was publicly launched, receiving recognition at provincial, national, and international levels. Additionally, all stakeholder groups made progress on actions prioritized within the Strategy, and an evaluation framework was created to measure progress on population-level results. Though the project management of this cross-departmental, city-wide initiative rests in Calgary Neighbourhoods, progress to date has demonstrated that accountability for successful implementation also requires sustained effort and input from external partners and business units across The Corporation.

ADMINISTRATION RECOMMENDATION

That the SPC on Community and Protective Services recommends that Council receive this report for information.

RECOMMENDATION OF THE SPC ON COMMUNITY AND PROTECTIVE SERVICES, DATED 2016 OCTOBER 14:

That Council:

1. Receive this report for information;
2. **Direct Administration to report back to Council through the SPC on Community and Protective Services, by Q2 2017 on the Key Performance Indicator and engage Council in refining these in considering resource requirements; and**
3. **Direct Administration to support the Seniors Age Friendly Strategy and to report back to the SPC on Community and Protective Services on key issues and Key Performance Indicators by Q4 2017.**

PREVIOUS COUNCIL DIRECTION / POLICY

On 2015 June 29, Council approved the Seniors Age-Friendly Strategy Update report (CPS2015-0491) including the attached *Seniors Age-Friendly Strategy and Implementation Plan 2015-2018*, and directed Administration to "report back on the progress of the implementation of the strategy no later than 2016 October."

On 2014 December 15, Council adopted NM2014-44, "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."

SENIORS AGE-FRIENDLY STRATEGY UPDATE

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 “finalize the shared vision, principles and goals and report back to the SPC on Community and Protective Services by 2014 December 10”.

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.”

On 2013 March 18, the 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.”

BACKGROUND

The *Seniors Age-Friendly Strategy and Implementation Plan 2015-2018* is a city-wide plan to prepare for Calgary’s aging population. It was developed using the World Health Organization’s *Global Age-Friendly Cities* framework, and involves the contributions of all levels of government, Alberta Health Services, the University of Calgary, non-profit organizations, the private sector, and older adult community members. A list of current Steering Committee members is included in Attachment 1. The Strategy includes population-level results, strategies, and proposed actions in six local priority areas:

- Access to information and services
- Community support and health
- Housing
- Participation and inclusion
- Prevention and response to elder abuse
- Transportation and mobility.

Since the Strategy was approved in 2015 June, the project governance structure has been revised according to the implementation plan. The composition and responsibilities of the Steering Committee for the 2015-2018 implementation phase are described in the Terms of Reference (Attachment 1).

The Strategy was publicly launched on 2015 October 23 and the name “Age-Friendly Calgary” was adopted to refer to the implementation phase. At the launch event, Calgary received recognition as an age-friendly city from the Government of Alberta. In 2016 April, Calgary received recognition as an age-friendly city from the Public Health Agency of Canada, and was invited to become a member of the World Health Organization’s *Global Network of Age-Friendly Cities and Communities*. Stakeholders have made progress on actions within the Strategy and released a *Report to the Community* (Attachment 2) in 2016 June to coincide with Seniors’ Week.

SENIORS AGE-FRIENDLY STRATEGY UPDATE

INVESTIGATION: ALTERNATIVES AND ANALYSIS

With project management support from Calgary Neighbourhoods, stakeholders are making progress on actions outlined in the Strategy. Although the timelines of several actions have been modified due to emerging priorities or changing circumstances, stakeholders are currently on track to complete short-term actions by 2016 December, and medium-term actions by 2018 December (Attachment 3).

The increasing alignment of the Strategy across the Corporation is being demonstrated through collaborative initiatives led by other business units. Calgary Transit's proposed review of Seniors Transit Pass rates (CPS2016-0778) and Calgary Growth Strategies' recommendations to enable the pilot testing of the University of Calgary's Laneway House project (PUD2016-0775) are examples of how other business units can consult with Calgary Neighbourhoods and Age-Friendly Calgary external stakeholders to ensure that they meet the needs of Calgary's aging population.

An evaluation framework for the 2015-2018 implementation cycle outlines how the implementation process and outcomes of the Strategy will be measured. The framework includes three key elements:

- A benchmarking document, which identifies promising practices and lessons learned from other jurisdictions will be complete by 2016 December;
- Action team surveys which measure the effectiveness of collaboration within the team and the progress made toward milestones, were initiated in 2016 May; and
- Population-level indicators and data sources have been identified to measure progress towards the shared results included in the Strategy. Baseline measurements will be collected by the end of 2016, and a second data collection round will take place by the end of 2018.

Annual progress reports for 2017 and 2018 will be circulated to Council members for information.

Stakeholder Engagement, Research and Communication

Research and communication with the community are undertaken as needed for the implementation of particular actions within the Strategy. Stakeholders from across the Corporation and the community are involved in the implementation of the Strategy through their participation on action teams. Action teams may be initiated and facilitated by the Age-Friendly Calgary team in Calgary Neighbourhoods, or they may be led by other key stakeholders. In either case, action teams seek input from the community through member recruitment and stakeholder consultation as needed.

A communications plan has been developed and approved by the AFC Steering Committee. The communications plan identifies goals, objectives, tactics, and responsible parties for communications activities in the 2015 to 2018 implementation period.

SENIORS AGE-FRIENDLY STRATEGY UPDATE

Strategic Alignment

The Seniors Age-Friendly Strategy and Implementation Plan 2015-2018 aligns 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 2015-2018* fulfills this target.

Due to its broad, cross-departmental scope, the *Seniors Age-Friendly Strategy and Implementation Plan 2015-2018* is aligned with a number of Corporate policies and plans, including the Municipal Development Plan, Calgary Transportation Plan, Corporate Housing Affordability 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

Age-Friendly Calgary identifies strategies that provide opportunities for Calgary's aging population, including socially isolated seniors, to participate more fully in their communities. These strategies include initiatives designed to improve transportation, access to information and services that all older Calgarians require to age in place and participate in the community. Age-Friendly Calgary also includes strategies created to address elder abuse prevention and improve response to abuse; once implemented the objectives of these strategies will lead to increased safety and security for older adults in Calgary. In the areas of Housing, and of Community Support and Health, Age-Friendly Calgary provides increased opportunities for Calgarians to have access to the housing and services to support them in maintaining 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. Age-Friendly Calgary addresses the economic implications of Calgary's aging population through strategies that support the continued labour force participation of older adults, and strategies that provide support for family caregivers.

Calgary's older adult population is very diverse, including in the levels of personal and financial capacity that older citizens have to contribute. Although many seniors live on a fixed income that is determined by the size of their pensions and retirement savings, the rate of poverty among seniors in Calgary is comparable to other age groups. Age-Friendly Calgary strives to meet the

SENIORS AGE-FRIENDLY STRATEGY UPDATE

needs of low-income seniors, and also involves the aging population as a resource to contribute to a vibrant and sustainable community.

Financial Capacity

Current and Future Operating Budget:

Calgary Neighbourhoods is working within its budget for the ongoing coordination of the implementation plan. All business units and external partners are responsible for determining and allocating funding as required to deliver on shared outcomes. Resource requirements across Administration will continue to be monitored throughout the 2015-2018 implementation process, and the potential need for further resources may be identified through the 2019-2022 business planning and budget cycle.

Current and Future Capital Budget:

None identified as a result of this report.

Risk Assessment

In its project management role, Calgary Neighbourhoods assists partners to identify potential sources of funding and other supports as needed. In addition, a seniors sector funders' table has been established that is working toward greater alignment between the Age-Friendly Calgary and local funding priorities for non-profit organizations and community groups. Considering these points regarding the coordination and advocacy efforts directed towards funder financial support, there is a risk that the strategy can not be implemented to its full scope if funds are not available among all stakeholder groups.

The Canadian Longitudinal Study on Aging (CLSA) has been identified as a data source to measure over half of the indicators of population-level results of the Seniors Age-Friendly Strategy. The City of Calgary is working with the CLSA project at a national level to gain access to the full data set, as only a portion of the data is available to the local project investigator at the University of Calgary, who is also a member of the Age-Friendly Calgary Steering Committee. Calgary Neighbourhoods is also planning to conduct a telephone survey in January 2017 and again in 2019 to address other data source gaps. If the complete data set from the CLSA is not available, a selection of key indicators from the CLSA will be replicated in the telephone survey.

REASONS FOR RECOMMENDATION:

The implementation of the *Seniors Age-Friendly Strategy and Implementation Plan 2015-2018* is on schedule and evaluation of outcomes is underway. In order to ensure the long-term sustainability of implementation/age-friendliness, future requests for Council direction for particular actions will originate from the business unit that leads that action.

ATTACHMENTS

1. Steering Committee Terms of Reference
2. Age-Friendly Calgary Report to the Community 2016
3. Seniors Age-Friendly Strategy: Progress in First Year of Implementation