



# Age-Friendly Calgary

## Steering Committee

2016 Report  
to the Community



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*Everyone can help make our communities welcoming for older adults. The City and our partners have a plan to make Calgary a great place to live and age.*



## Overview

- Age-Friendly Calgary is a community-wide initiative to prepare for Calgary's aging population.
- The *Seniors Age-Friendly Strategy and Implementation Plan 2015-2018* was approved by Calgary City Council in June 2015.
- Implementation is led by a steering committee with representatives from The City of Calgary, Alberta Seniors and Housing, Alberta Health Services, post-secondary education and research, the non-profit sector, the private sector and Calgary community members.
- The 2016 Report to the Community has been released to coincide with Seniors' Week, June 6-12, 2016.
- The Age-Friendly Calgary initiative is well underway, with progress made within each of the six local priority areas.
  1. access to information and services
  2. community support and health
  3. housing
  4. participation and inclusion
  5. prevention and response to elder abuse
  6. transportation and mobility

## Age-Friendly Calgary

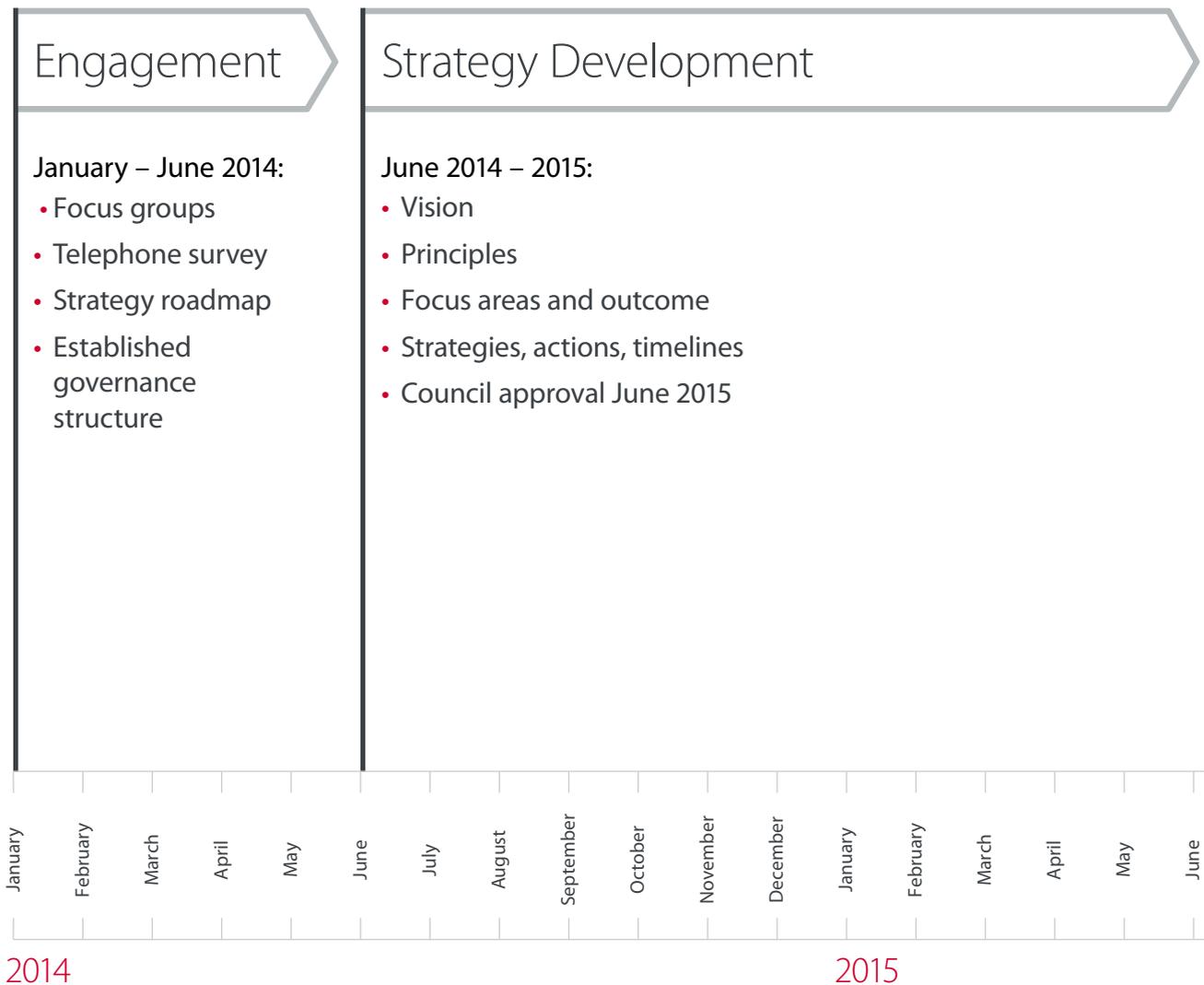
Age-Friendly Calgary is the name of the implementation phase for the Seniors Age-Friendly Strategy. The Age-Friendly Calgary initiative is led by a multi-stakeholder steering committee and supported by City of Calgary staff. Reports to the Community will be produced annually from 2016 to 2018 to inform the Calgary community about the progress of Age-Friendly Calgary.

## Age-Friendly Calgary Steering Committee

Alberta Health Services  
Alberta Seniors and Housing  
Alberta Seniors Communities  
& Housing Association (ASCHA)  
Calgary and Area Dementia Network  
Calgary Police Service  
Canadian Home Builders' Association  
– Calgary Region  
City of Calgary  
Immigrant Seniors Advocacy Committee  
older adult community members  
Older Adult Council of Calgary (OACC)  
University of Calgary

Calgary received recognition for our work towards becoming a more age-friendly city from the Government of Alberta and the Public Health Agency of Canada. Calgary has also been invited by the World Health Organization to become a member in the Global Network of Age-Friendly Cities and Communities.

# Timeline



## Transition

June – October 2015:

- Project charter and annual plans
- Evaluation framework
- Launch
- Recognition from the Government of Alberta
- Introduce “Age-Friendly Calgary” as the name for the implementation phase

## Implementation

November 2015 to December 2018:

- Short-term actions completed by December 2016
- Medium-term actions completed by December 2018
- Recognition from the Public Health Agency of Canada and World Health Organization
- Reports to the Community (annually starting June 2016)
- Progress reports to Calgary City Council

June July August September October November December 2016 2017 January February March April May June July August September October November December

2016/17 2018



# Seniors Age-Friendly Strategy Priorities

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## Access to information and services

### Communications guidelines

An Age-Friendly Calgary action team is developing communications guidelines for service providers and other organizations to provide information in ways that meet the needs of an aging population.

### Access to interpretation services

The Immigrant Seniors Advocacy Committee has been working with Alberta Health Services to educate service providers and older Calgarians about how to use and provide feedback about telephone interpretations services.



## Community support and health

### In-home service co-ordination

An Age-Friendly Calgary action team is developing a co-ordinated intake system and fee structure for in-home maintenance services provided by The City of Calgary and not-for-profit organizations.

### Silver Alert

An Age-Friendly Calgary action team has conducted an environmental scan in consideration of developing a Silver Alert system for Calgary. Silver Alert systems engage the community in locating missing older adults who have cognitive challenges.

### Caregiving support

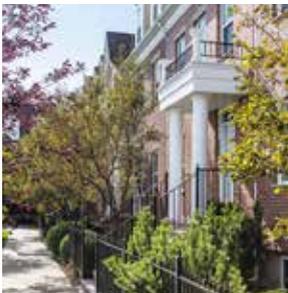
An Age-Friendly Calgary action team has been established to identify best practices and opportunities for increased support for older adults who provide and/or receive care from family members and friends.

### Mental health support

The Older Adult Council of Calgary (OACC) has identified opportunities to connect seniors' housing providers with education about mental health

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among residents. It has also reached out to the Government of Alberta following the release of *Valuing Mental Health: Report of the Mental Health Review Committee 2015* to advocate for continued attention to the mental health needs of Alberta's aging population.



## Housing

### Housing information

An Age-Friendly Calgary action team is conducting a scan of information about housing for older adults in Calgary in order to identify gaps and opportunities for improvement.

### Age-Friendly housing models

An Age-Friendly Calgary action team has identified types and aspects of housing that meet the needs of an aging population. The action team is currently identifying opportunities to enable and encourage further development of age-friendly housing.

### Housing affordability

The City of Calgary is a lead organization in the Community Housing Affordability Collective, and is in the process of developing a Corporate Affordable Housing Strategy. Age-Friendly Calgary staff communicates with the project managers of these initiatives to ensure that the needs of older adults are included.

### Age-friendly businesses

The City of Calgary is working with a Business Revitalization Zone to develop a pilot age-friendly business program. The program will recognize local businesses that meet criteria such as accessibility, safety and customer service.



## Participation and inclusion

### Active Aging Strategy

The City of Calgary developed an Active Aging Strategy with the long-term outcome of “more older adult Calgarians are more active and creative more often.” The strategy was launched in February 2016.

### Best practices in programs

Family and Community Support Services (FCSS) commissioned the Social Inclusion of Vulnerable Seniors literature review on best and promising practices in older adult programming. For quick reference, a Key Elements of Seniors Programming Checklist was also developed.



## Prevention and response to elder abuse

### Co-ordinated community response

The City of Calgary has received funding from Alberta Seniors and Housing for a co-ordinator to develop a co-ordinated community response to elder abuse in Calgary. With the support of the co-ordinator, an Age-Friendly Calgary action team has engaged stakeholders in the area of elder abuse and mapped elder abuse services in Calgary.

### Increased public awareness

An Age-Friendly Calgary action team has developed a plan for public awareness activities in 2016, including a series of conversation cafes during Seniors’ Week and a public gathering at Olympic Plaza on World Elder Abuse Awareness Day (June 15).



## Transportation and mobility

### Pedestrian Strategy

The City of Calgary developed the Pedestrian Strategy that was approved by Calgary City Council in May 2016. The goal of the Pedestrian Strategy is to increase the number of people walking in Calgary by making it safer, more enjoyable and easier to do.

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### Alternative transportation

The Medically At-Risk Driver Centre at the University of Alberta developed a research-based toolkit to assist Alberta communities in developing more alternative transportation options.

### Calgary Transit public engagement

Calgary Transit communicates with the Age-Friendly Calgary staff at The City of Calgary when planning public engagement for services that disproportionately affect seniors.

### Calgary Transit travel training

Calgary Transit partnered with a community association to provide travel training to a group of seniors. Travel training had formerly only been provided through a one-on-one model.



# What can you do?

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1. Learn the differences between 211, 311, 811 and 9-1-1, and when to call each one.
2. Offer support to a senior or caregiver; such as delivering groceries, cutting their grass, shoveling snow, walking their dog or providing care for an afternoon while the caregiver takes a break.
3. Learn about changes you can make now to help you stay in your home as you age.
4. Start a walking group in your neighbourhood.
5. Find out where to go for help if you or someone you know is experiencing elder abuse.
6. Offer to drive an older person to appointments, shopping and to social occasions.

Visit [calgary.ca/agefriendly](http://calgary.ca/agefriendly) to:

- Read the *Seniors Age-Friendly Strategy and Implementation Plan 2015-2018*.
- Sign up for the Age-Friendly Calgary email newsletter.
- Read statistical information about seniors in Calgary.





*In partnership with*



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