

Age-Friendly Calgary: Progress in First Year of Implementation

Action	Lead Partner	Milestone Reached by End of 2016
Access to Information and Services		
Develop communication guidelines	Calgary Neighbourhoods	Communication guidelines developed
Increase access to interpretation services	Calgary Neighbourhoods	Education provided to service providers on how their clients can access and provide feedback about interpretation services through Alberta Health Services
Distribute information in multiple formats and through community connections	Calgary Neighbourhoods	Information for Seniors' Week 2016 distributed in multiple formats and channels, including print materials, community networks, and traditional and social media.
Community Support and Health		
Improve communication and coordination among in-home services to ensure that older adults receive the services that they need	Calgary Neighbourhoods	A coordinated intake system and fee structure for in-home maintenance services provided by Seniors Services Home Maintenance and not-for-profit organizations is in a pilot phase.
Establish a Silver Alert system to engage the public to locate vulnerable older adults who are missing	Bowmont Seniors Assistance Association, Calgary Police Service	An environmental scan and literature review has been completed.
Support and expand multi-disciplinary outreach services for older adults with mental health issues at risk of losing their housing	Older Adult Council of Calgary	Opportunities have been identified to connect seniors' housing providers with education about mental health response
Caregiving support	Calgary Neighbourhoods	Best and promising practices for caregiver support have been identified.
Housing		
Establish a workgroup of stakeholders interested in alternative housing options	Calgary Neighbourhoods	Workgroup established as Housing Options Action Team; Scan of housing information sources and age-friendly housing types has been completed
Consult on Aging in Place Laneway House council report; Investigate the feasibility of conducting a pilot/demonstration project to showcase alternative or innovative housing options	University of Calgary, Calgary Growth Strategies	Report PUD2016-0775 is scheduled to be presented to the Standing Policy Committee on Planning and Urban Development on 2016 October 17
Identify and support	Calgary Housing	Seniors housing providers are included in the

initiatives of the Community Housing Affordability Collective that meet the needs of an aging population		feasibility study for the One Window initiative for access to affordable housing.
Develop an Age-Friendly Business program	Calgary Neighbourhoods	The pilot testing phase is on track to begin by 2016 December
Participation and Inclusion		
Investigate the geographic distribution of existing programs and services for physical, social, creative, and intellectual activity and devise ways to build on strengths and address gaps	Calgary Neighbourhoods	Initial scan and action plan scheduled to be completed by 2016 December
Conduct research into the diverse needs of older adults and best practices to address them	Calgary Neighbourhoods	Family and Community Support Services 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. <i>The study <i>Preparing for the Social Participation Needs of Aging Baby Boomers in Calgary</i> was completed by partners at the University of Calgary and shared with stakeholders in 2016 May.</i>
Increase older adult participation in physical, social, and creative activities through the Active Aging Strategy	Calgary Recreation	Calgary Recreation launched the Active Aging Strategy in 2016 February with the long-term outcome that “more older adult Calgarians are more active and creative more often.”
Prevention and Response to Elder Abuse		
Establish a coordinator role at The City of Calgary with funding from the Government of Alberta and develop a communication process among key stakeholders to assess and monitor elder abuse service needs	Calgary Neighbourhoods	Coordinator role established in 2015 May.
Increase coordination among programs and services across the continuum from elder abuse prevention and education to response	Calgary Neighbourhoods	Resource inventory completed in 2016 April; Stakeholder communication and collaboration process was developed and has been in use since 2016 May.

Collaborate among agencies to coordinate World Elder Abuse Awareness Day events	Calgary Neighbourhoods	World Elder Abuse Awareness Day events were organized by community partners in 2016 June, culminating in a city-wide public event at Olympic Plaza on June 15.
Participate in elder abuse public awareness campaigns that are coordinated with provincial and federal awareness activities	Calgary Neighbourhoods	The events organized for World Elder Abuse Awareness Day were planned in alignment with provincial and federal awareness activities.
Transportation and Mobility		
Partner with seniors housing and service providers to provide travel training for older adults	Calgary Transit	Five travel training sessions have been provided for a total of 125 older adults participants in the past year.
Work with community groups and seniors centres to promote and facilitate access to information on Calgary Transit trip planning	Calgary Transit	Information about Calgary Transit trip planning will continue to be provided and promoted through group travel training activities.
Consult with the Fair Entry program and the Engage Resource Unit to ensure that older adults and service providers are informed and engaged with the process to include the Low-Income Seniors Transit Pass into the Fair Entry program.	Calgary Neighbourhoods, Calgary Transit	Public engagement activities are scheduled for fall 2016.
Consult with Calgary Transit regarding recommendations for fee increases to the Seniors Transit Pass	Calgary Transit, Calgary Neighbourhoods	Consultations with Calgary Transit have taken place and are reflected in the CPS2016-0778 report.
Foster community-based volunteer driving through community development approaches	University of Alberta, Alberta Seniors and Housing	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.
Ensure that the Step Forward Pedestrian Strategy meets the needs of Calgary's aging population	Transportation Planning, Calgary Neighbourhoods	Calgary Neighbourhoods consulted on the development of the Step Forward Pedestrian Strategy; The Age-Friendly Business pilot is on track to begin pilot testing by 2016 December. The program will include criteria that promote a more pedestrian-friendly environment and promote walking within local business districts.