

WHAT WE HEARD

PLANNING FOR HAMILTON'S
SECOND AGE FRIENDLY PLAN

A SUMMARY OF 2019 COMMUNITY CONSULTATIONS FOR THE
DEVELOPMENT OF HAMILTON'S AGE FRIENDLY PLAN, 2020 TO 2025



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Introduction

Over the past five years, The Hamilton Council on Aging, the City of Hamilton and their Seniors Advisory Committee have worked in partnership to guide and monitor the implementation of *Hamilton's Plan for an Age Friendly City (2014)*. This is a 5 year community plan that we are currently in the process of renewing for the period 2020 to 2025.

Hamilton's second Age Friendly Plan will be developed utilizing our first Plan as a baseline, with consideration of lessons learned, research and best practices, statistics, and most importantly feedback from older adults and stakeholders around the priorities, gaps, challenges, and emerging needs related to aging in Hamilton.

Lessons Learned

Hamilton's Plan for an Age Friendly City (2014) included 7 goals, 25 objectives and 101 recommendations to aging in Hamilton. We are reflective of the lessons we have learned from our first plan and areas to improve moving forward. We intend to broaden recommendations in our second Age Friendly Plan to make it more responsive to the changing needs of the community. We will also be reviewing our Age Friendly Hamilton Collaborative Governance Structure and our approach to community outreach and strategic communications to ensure equitable representation across sectors and enhance community collaboration and buy-in. As part of this, we will endeavour to develop an inclusive process whereby we share, recognize and communicate key accomplishments delivered by older adults and stakeholders across Hamilton to encourage a collaborative approach to make our community more age friendly.

Research and Best Practices

We will engage in a national and international review of best practices in the implementation of age friendly communities to help to inform *Hamilton's Age Friendly Plan, 2020 to 2025*.

Statistics

Two Statistical Reports will provide demographic context and background information in the development of Hamilton's Second Age Friendly Plan: [*A Statistical Profile of Older Adults \(55+\) in Hamilton*](#) and [*Aging in the City Of Hamilton \(ages 45+\)*](#) Reports can be obtained on both the Hamilton Council on Aging website (www.coahamilton.ca) and the City of Hamilton website (www.hamilton.ca/agefriendly).

Some notable statistics from [*A Statistical Profile of Older Adults \(55+\) in Hamilton*](#) include:

Population

- 30% of Hamilton residents are 55 years and older (167,000)
- 17% of Hamilton residents are 65 years and older (93,000)
- By 2041, it is projected that there will be close to 260,000 people age 55 and older living in the City of Hamilton
- It is projected that the greatest increases will be in the oldest age groups (85+)

Older Adults Living Alone

- 22% of those 55 years and older live alone, and this increases with age since 44% of older adults age 85 and older live alone

Immigrants

- 40% of Hamilton residents 55 years and older are immigrants
- 27% of Hamilton residents 55 years and older immigrated before 1981
- 15% of Hamilton residents 55 years and older speak a language other than English or French at home

Low Income

- 18% of older adults age 55 and over had annual after-tax incomes of \$15,000 per annum and the percentage was higher for women (24%) as compared to men (12%)
- Most low-income residents live in the inner core of the city. 2/3 of those on low-income live in the core bounded by James St., Sherman Ave., King St. and Cannon St.
- ½ seniors have incomes in the \$20—40,000 range
- 38% of older adults age 65-74 years do not have private retirement incomes as compared to 21% of those age 75+

Development of Hamilton's Age Friendly Plan, 2020 to 2025

Our goal was to gain insight from the experiences, interests, needs and priorities of ALL older adults living, working and playing in Hamilton to inform the development of *Hamilton's Age Friendly Plan, 2020-2025*. Broad community consultation was key to understanding different perspectives about real experiences of aging in Hamilton and emerging issues since the introduction of our first plan five years ago.

Diversity, Equity, Inclusion

Community consultation for Hamilton's Second Age Friendly Plan was conducted broadly throughout the City of Hamilton. Efforts were made to ensure that the feedback received be inclusive of the diversity of ALL of Hamilton's older adult population.

Community consultation took place in all City of Hamilton wards. Focused outreach was provided to vulnerable and ethno-cultural communities, with translation and interpretation services provided upon request. Focus groups took place with the following diverse communities: Indigenous, Afro-Caribbean, Muslim, Jewish, Chinese, Spanish, LGBTQ2, Francophone, persons living with disabilities, and older adults living with low-income.

Approach and Outreach

Community consultation for Hamilton’s Second Age Friendly Plan took place from April to December 2019. A total of 4100 citizens provided feedback about their experiences, challenges and solutions related to aging in Hamilton through the following methods:

CONSULTATION METHOD	TOTAL SESSIONS	TOTAL PARTICIPANTS	%	NOTES
Age Friendly Hamilton 2.0 Launch Event (April 2, 2019)	1	300	7%	Focused event to launch community consultation provided valuable, detailed feedback (Gaps, Challenges, Solutions)
Focus Groups	27	487	12%	Open-ended discussions enabled groups to provide focused feedback on priorities
Individual Survey				
Online		516	17%	Close-ended Multiple Choice Survey based on key themes
Paper		177		
Community Events/Fairs	12	2630	64%	More limited, fast feedback
<u>TOTALS</u>	<u>40</u>	<u>4110</u>		

CREATING SOLUTIONS

Background

The Age Friendly Hamilton Collaborative Governance Committee hosted two events: (1- December 16, 2019) for community-based stakeholders and (2 – January 16, 2020) for City staff/leaders for each Age Friendly Hamilton Goal (theme) to review the barriers and opportunities suggested by older adults and to begin the process of forming recommendations for Hamilton’s Second Age Friendly Plan.

The Age Friendly Hamilton Collaborative Governance Committee worked with Age Friendly Goal Champions to develop an invitation list for stakeholders to contribute to themed discussions. The following is a summary of those present for each discussion:

Participant Summary

Themed Discussion	# Participants (Dec. 16, 2019 Event for Community-based Stakeholders)	# Participants (Jan. 16, 2020 Event for City Staff)
1- Housing	8	4
2-Transportation	13	7
3-Information and Communication	7	4
4- Health & Community Services	8	7
5- Social Participation	8	5
Other	7	6
TOTAL	51 Participants	26 participants

Agenda for Feedback Sessions (Dec. 16, 2020 and January 16, 2020)

Both events followed a similar process. An introductory presentation was followed by stakeholders breaking off into themed discussions, based on their experience, expertise and focus of work to review feedback, identify gaps and begin to strategize feasible and collaborative solutions to help make Hamilton a more age friendly community.

Each themed discussion was facilitated by its respective Age Friendly Hamilton Goal Champion (or delegate), supported by a recorder from our Collaborative Governance Committee. Participants were provided with the feedback contained in the “What We Heard” Report for their theme and posed the following topics for discussion:

1. THE BARRIER: Do you agree with the barriers identified? Is there anything missing (gaps)?
2. THE OPPORTUNITIES: Review the opportunities/solutions identified. Are they feasible?
3. CREATING SOLUTIONS: Recommendations/actions based on “What We Heard” and emerging ideas generated around facilitated table discussion.

Other

In assessing the feedback collected through the consultation process, several gaps were identified. In 2020, we will look to capture additional information about the following to inform Hamilton’s Second Age Friendly Plan:

1. Re: Volunteerism, we will convene a focus group with community agencies in February, 2020 to further inform recommendations in this area.
2. Re: Employment, we have incorporated useful information into this document from a focus group held with Workforce Planning in 2018. We will convene a second focus group re: older workers in March, 2020.
3. *Beginning in March 2020, the Hamilton Council on Aging will be working with the Alzheimer Society of Hamilton and Halton, GERAS, and other community partners to consult with up to 200 individuals living with dementia and their care partners to ensure that our next Age Friendly Plan is also a Dementia Friendly Plan.

Key Themes

Hamilton's Plan for an Age Friendly City, 2020-2025 will utilize the same key themes (goals) that were identified in the first plan, 5 years ago. These themes were adapted from the World Health Organizations' (WHO) Age-Friendly Communities approach¹. "Age-Friendly Public Service" was added given that the City of Hamilton is a joint partner in this plan and the impact of the experience people have with the way in which municipal systems and services are organized and delivered.

This report is organized using the following key themes:

1. **Housing**
2. **Getting Around Hamilton**
3. **Information & Communication**
4. **Health & Community Services**
5. **Social Participation**
6. **Civic Engagement & Volunteerism**
7. **Age Friendly Public Service**



¹ WHO "Respect and social inclusion" dimension was omitted as it is being treated as an overarching principle.

(Goal 1) Housing

‘Everyone should have a place to live. People are supported in ways that make sense for their unique circumstances, with a full range of housing options in their neighbourhood.’

STATISTICS FROM THE REPORT [*A Statistical Profile of Older Adults \(55+\) in Hamilton*](#)

- 74% of older adults age 55+ own their own homes, 28% have a mortgage
- 26% of older adults age 55+ are renters, (5% subsidized)
- 30% live in inadequate, unsuitable or unaffordable housing
- 24% of older adults age 55+ are spending 30% of their income on shelter cost and this increases with age to 30% of those 85+

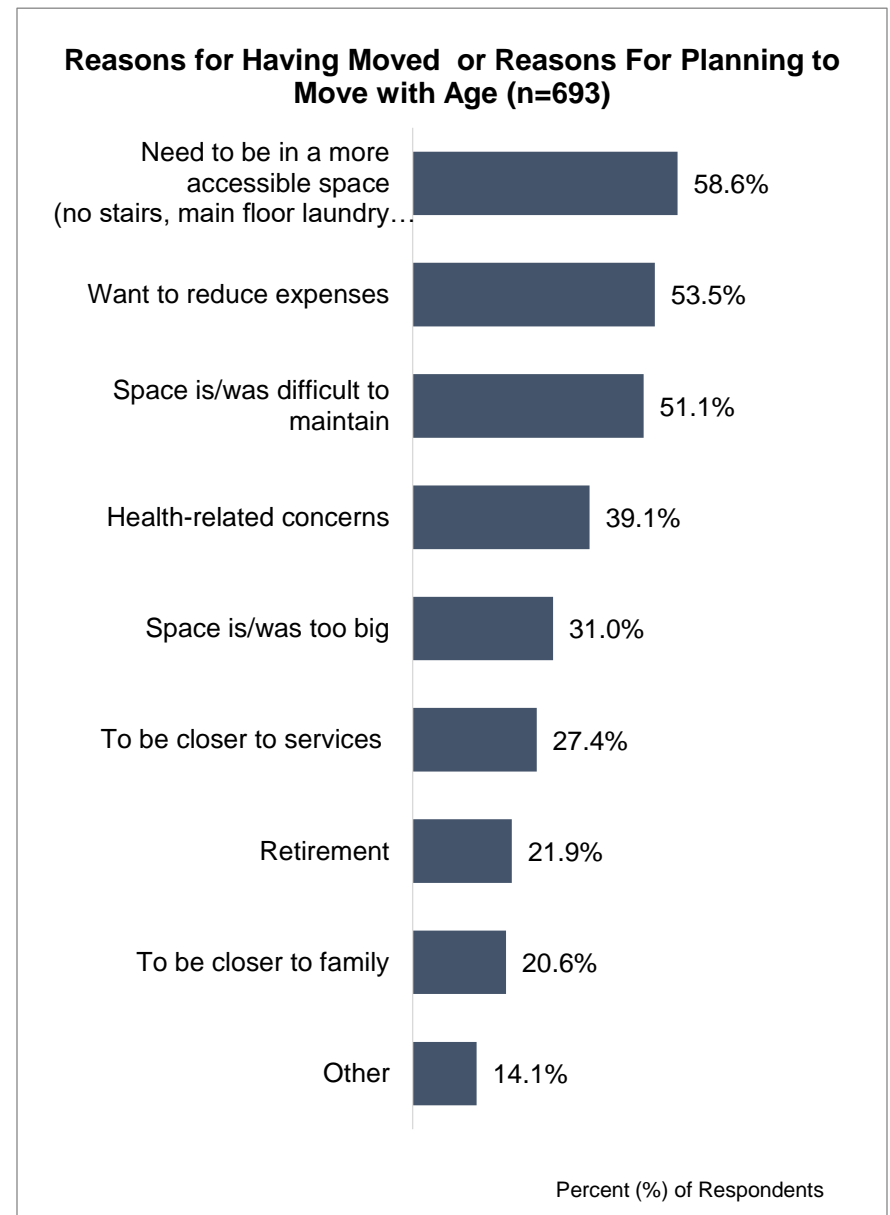
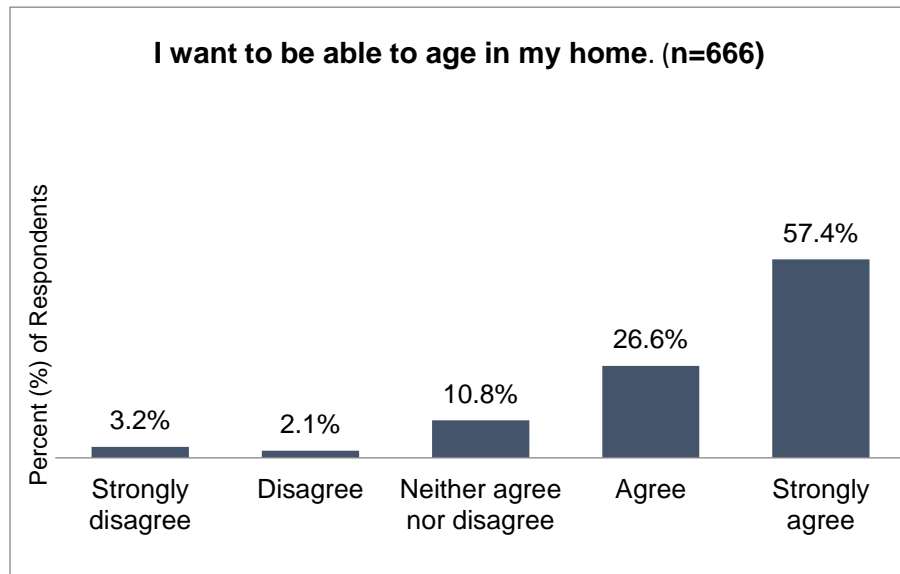
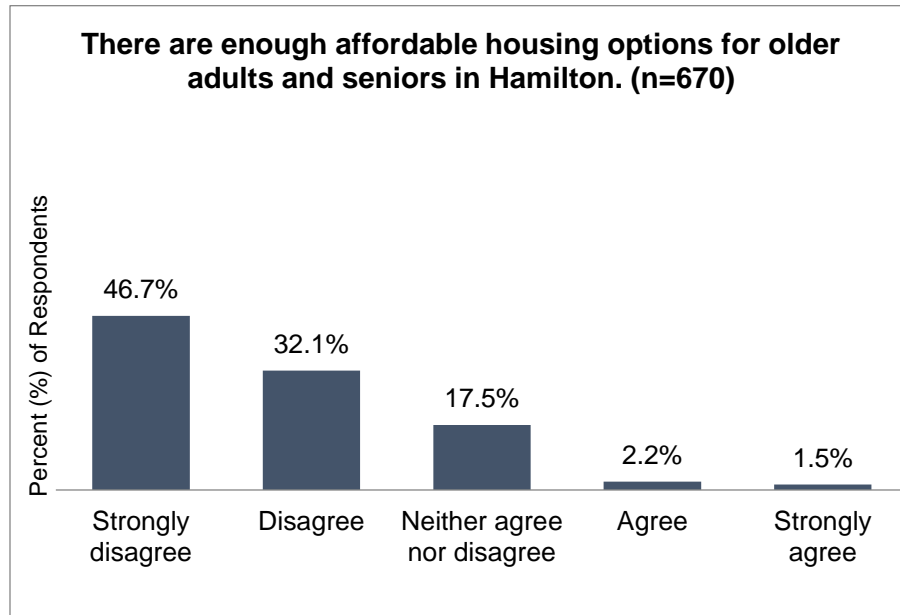
STATISTICS FROM THE REPORT [*Aging in the City of Hamilton*](#) (data refers to those age 45 & older)

- 20% of owners and 35% of renters age 45+ have housing issues including noise, infestation, heating, plumbing and wiring, maintenance and repairs

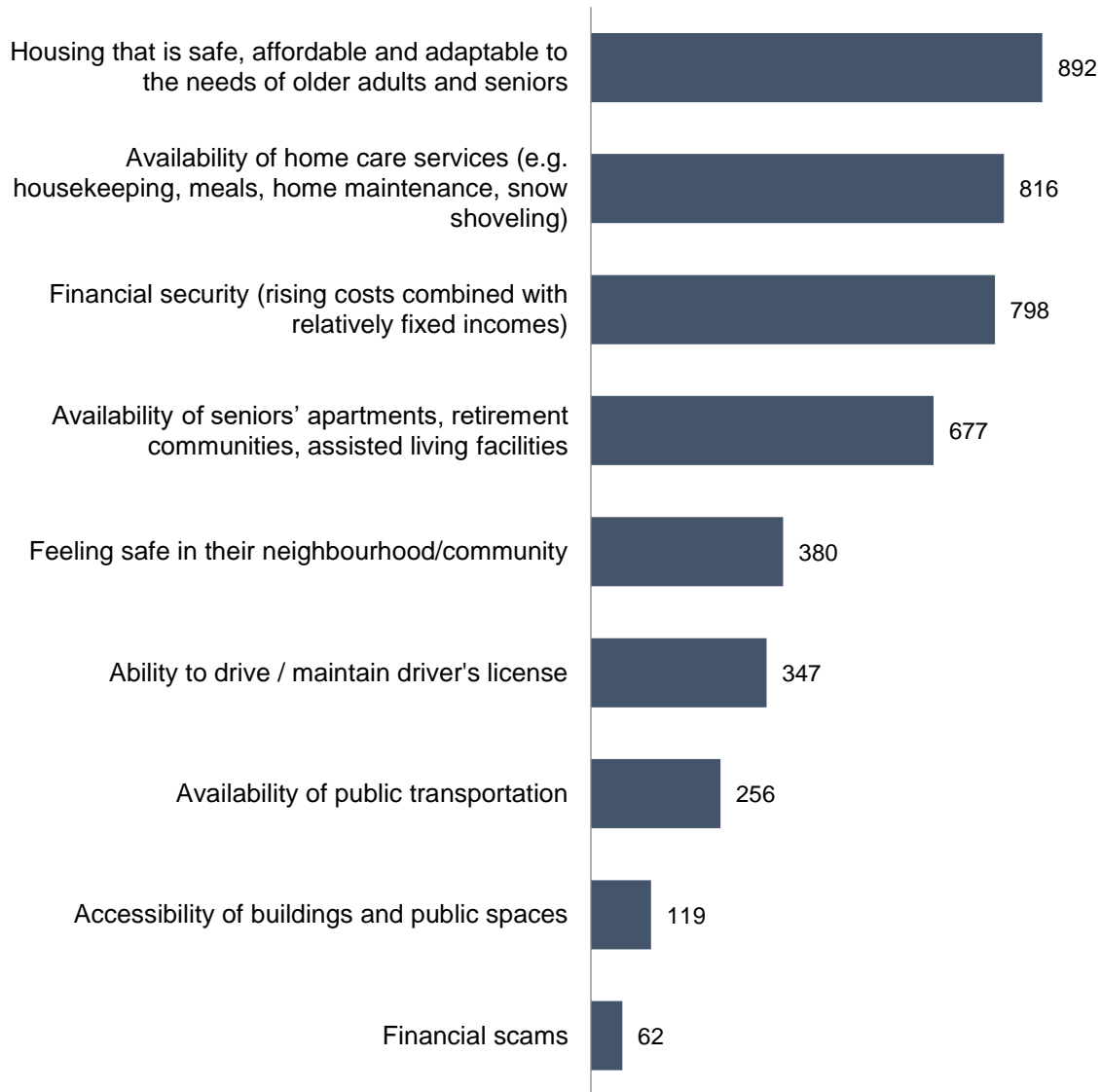
What We Heard

Feedback from 'Aging in Hamilton' Individual Survey

(Responses based on predetermined multiple choice questions. % based on 693 survey responses received)



Everyday Living Priority Areas (n=627)



Ranked Score Out of 1,881

Housing Challenges & Solutions from Focus Groups

“Counted” refer to the number of focus groups who identified each barrier. The total number of focus groups was 27, attended by 487 older adults.

CHALLENGES	Counted
Availability/limited options/keep couples together	15
Affordability	14
Accessibility	11
Help with home maintenance	7
Public Housing	6
Safety/Security/bugs/addiction	6
Quality/Maintenance	6
Affordable home maintenance	5
High taxes	4
Home (owned) safety (falls)	2
Senior buildings no longer senior	2
Snow shoveling	2
Lack of connectivity in social housing	1
Trouble with neighbours (pot smoking)	1
Harassment to sell	1
Staff supports in social housing	1
Discrimination (financially, culturally, etc.)	1
Men’s shelters not safe for transgender men (resort to stay in women’s shelters)	1
Discrimination in renting for trans community	1
(Long Term Care/Retirement Homes) lack of private trans space, staff education/training/communication for visitors	1

Solutions	Counted
Increase inventory affordable housing (use revenue from high taxes, rent control)	12
Increase inventory of accessible housing (1 level), strategically located	7
Volunteer/affordable services for home maintenance and cleaning	5
Check in on people	3
Senior only buildings	3
Tenant rules (no pot smoking), police involvement	2
Shared housing	2
Provide City Housing information	1
Educate (mental health)	1
Solar panels in Hamilton Housing (for air conditioning, heating)	1
More housing options in rural areas as folks age	1
Clean (remove pests)	1
Trans Housing initiative	1
Safe shelters	1
Education and training re: trans community for landlords, staff in long term care, retirement homes	1
Private space/rooms for trans residents (long term care, retirement homes)	1
Communication plans for visitors in long term care and retirement homes	1

CREATING SOLUTIONS: from discussions with community and City stakeholders

Theme 1: HOUSING

Category	Notes	Challenges & Gaps	Proposed Solutions	Potential Partners
Housing Availability (all types)	Lack of affordable and appropriate housing options for older adults at various stages	<p>Current policies restricting home modifications, additions, etc.</p> <p>Retirement housing options (varying financial means)</p> <p>Shortage of LTC beds</p> <p>Transition from one housing model to another (ex. with increased health needs)</p>	<p>Revisit policies, etc. to support creative housing solutions (ex. granny suites, other) to enable homeowners to get the most out of their current assets</p> <p>(Re: Housing and Homelessness Action Plan) develop affordable housing solutions external to high concentration in the old city</p> <p>Look to Schlegel and similar models of seniors housing communities</p>	City, Planning
Accessibility		Accessibility of rental units		
Aging in Place		<p>Financial means to remain in home</p> <p>Availability/affordability of support services to 'age in place' (snow shoveling, etc.)</p> <p>Support programs for vulnerable older adults</p>	<p>Implement program enabling home owners to access capital to renovate (ex. fix leaky roof) – enhancement of the Property Tax Deferral Program</p> <p>Leverage community assets to form creative solutions to age in place (ex. partnership with school boards to provide volunteer hours for students to shovel sidewalks, cut grass, etc.)</p> <p>Advocate to policy makers (Inc. Hamilton Health Team) for increased resources (services in the home, social navigators, etc.) to 'age in place'</p> <p>Leverage the success of the Community Paramedicine program to address serving the most vulnerable within various seniors housing establishments</p>	City

Cohousing	Endorsed by Bill 69: Government of Ontario Golden Girls Act	Zoning barriers to Cohousing	Expanding options (coownership and cohousing) Advocate to all levels of government to change regulations re: development of secondary suites City of Hamilton to work with developers to include social housing in new development (St. Joes has a floor of apartments they would like to redevelop)	Hamilton Aging in Community City of Hamilton St. Joseph's Healthcare
Information and Communication (Overlap with Goal 3)	We need a coordinated approach to foster information about housing alternatives (Seniors Centres, Rotary, etc.)	Lack of awareness of programs and services for seniors Lack of awareness about alternative housing options	Increase awareness/ knowledge/ collaboration about supportive programs and services available to benefit older adults across the city and support agencies Develop an Inventory and provide/advertise information about various housing options Create Information Hubs (seniors apartments (First Place), Seniors Centres, libraries, Housing Help Centre, etc.) with information on housing and mutual supports Education series on Housing Issues across the City Publicize existing resources: *Facebook page on Cohousing (helps to increase public awareness) *Village to Village: shared information on vetted contractor services, tool bank (home maintenance)	
Location		Sometimes a zoning issue	City should ensure that housing developments occur near seniors Centres, health services	
Safety and Security		Fire Safety and Emergency Preparedness Social Isolation among older adults	Promote programs (Inc. public education) through the Hamilton Fire Department re: fire safety, emergency preparedness within existing systems (CityHousing, Recreation, etc.) Promote "Do You Know Your Neighbour" to facilitate interdependence in neighbourhoods, aging in place	Ham. Fire, CityHousing, Rec. Div. HCoA and partners
Equity and Inclusion		Safe/appropriate spaces for LGBTQ+ population in congregate housing Supply Solution (long term care)	Implement training program (similar to Toronto model) for staff re: LGBTQ population (CityHousing, retirement homes, Long Term Care, etc.) Long Term Care: order of admission: balancing policy to keep couples together with increased demand for beds)	

(Goal 2) Getting Around Hamilton

‘The City’s transportation systems, urban design and physical infrastructure enable people to participate in community life as they choose, as well as age in their community.’

[STATISTICS FROM THE REPORT AGING IN THE CITY OF HAMILTON](#) (data refers to those age 45 & older)

Transportation

- 91% of all transportation trips in the past year are by car; 5% by transit
- 82% of older adults have a driver’s license; only 42% of those 85+ have a license
- 12% of older adults have a transit pass; 26% of those 85+ do

Non drivers

- 33% of non-drivers used public transportation as their most common mode of transportation in the past year
- In past month 66% of non-drivers and 21% of drivers used public transportation
- 20% of non-drivers saw lack of transportation as a barrier to social participation
- Bus stop density is 2.3per km, 3347 bus stops in the City of Hamilton
- Barriers to public transportation include service unavailable (24%) and schedules/routes inconvenient (19%)

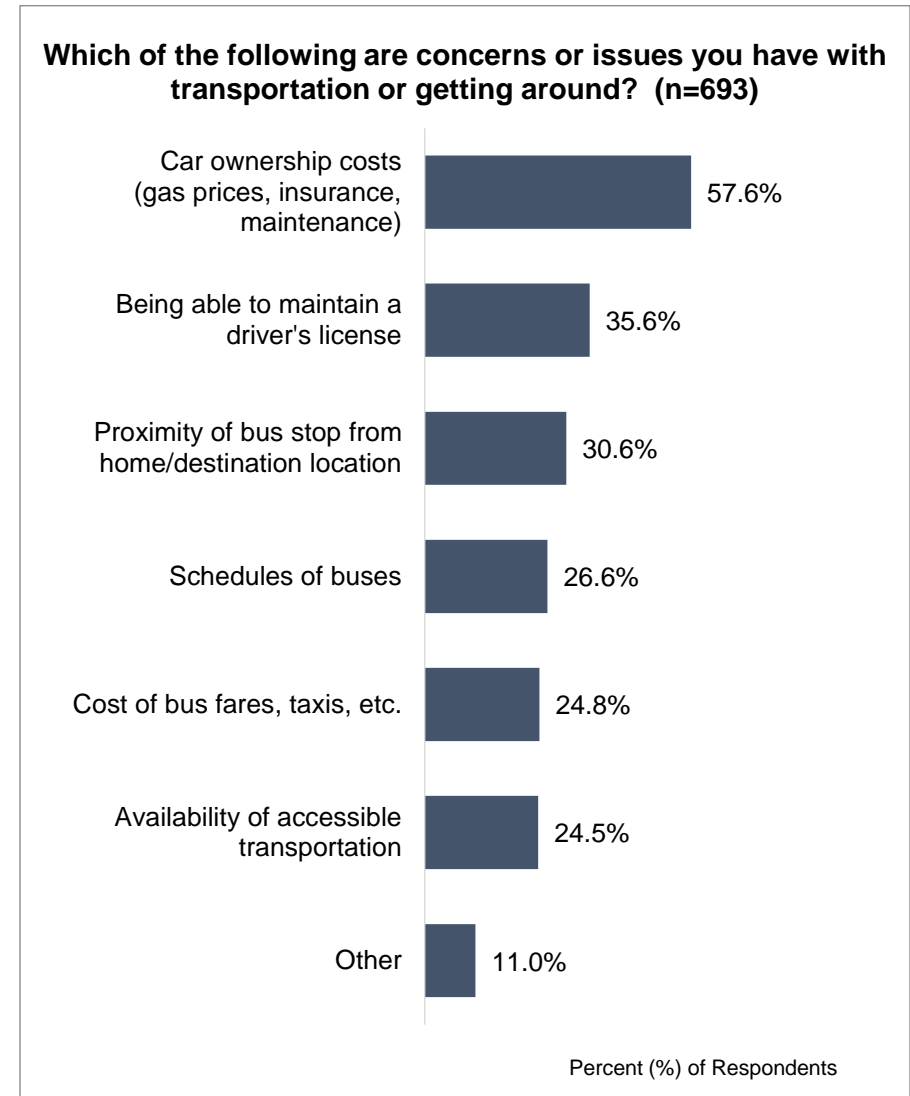
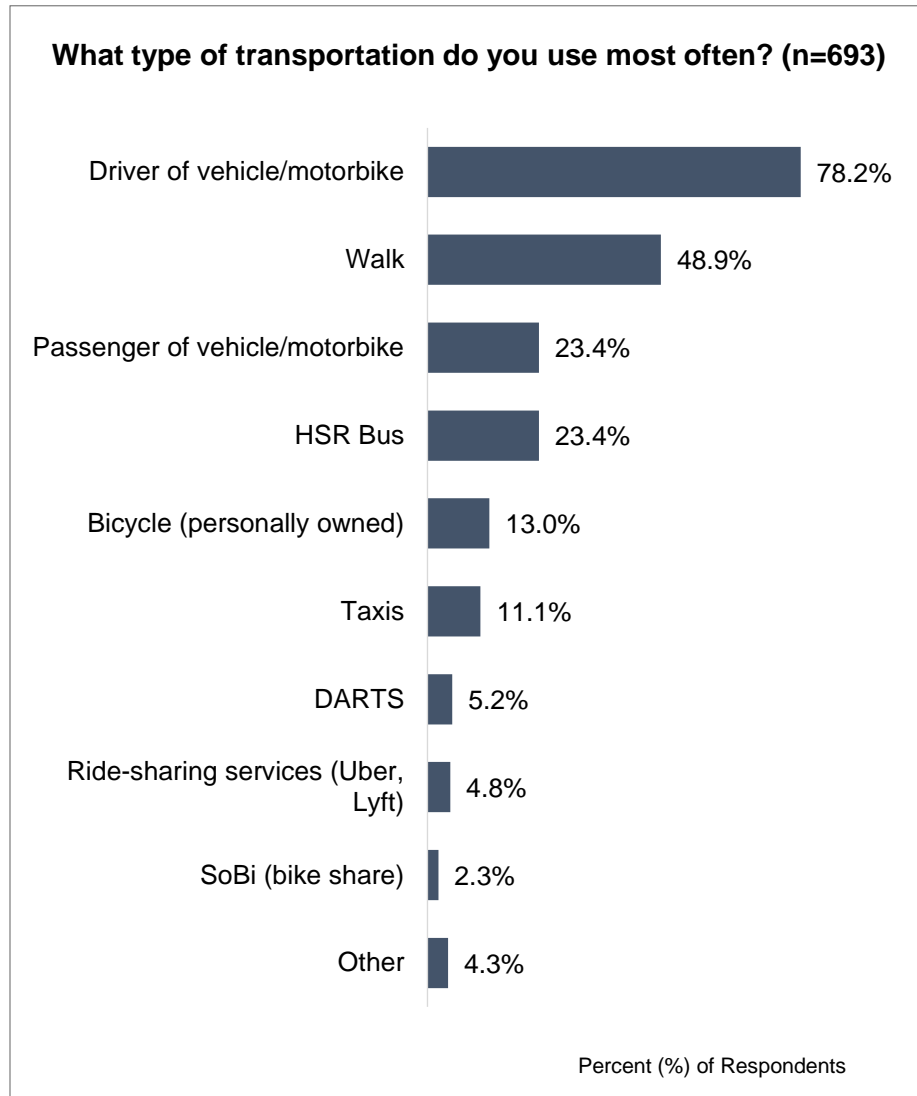
Outdoor Spaces

- Hamilton is blessed with both green – agricultural, natural, or artificially installed areas (41.7m² per capita) and blue space – fresh water or salt water bodies (59.2m²per capita)
 - 96% of respondents felt the environment is kept clean
 - 91% of respondents felt cities are safe after dark
 - 70% walk outside 3+ times a week, but 30% walk 2 or fewer days outside and this percentage increases with age.

What We Heard

Feedback from 'Aging in Hamilton' Individual Survey

(Responses based on predetermined multiple choice questions. % based on 693 survey responses received)



Transportation Challenges & Solutions from Focus Groups

“Counted” refer to the number of focus groups who identified each barrier. The total number of focus groups was 27, attended by 487 older adults.

CHALLENGES	Counted
HSR Availability (rural options, mountain, timing, schedule)	11
HSR Affordability	10
Sidewalk quality/maintenance	9
HSR Accessibility (no room to move, strollers)	8
Pedestrian safety (cross walks, scooters, bikes, rural roads)	8
Sidewalk Snow	7
General snow clearing	6
Road quality/maintenance	5
DARTS not meeting needs / not flexible / complicated system	4
DARTS wait time/scheduling/dispatchers unaware of changes	4
HSR Safety (rear door to high off ground)	3
Accessible parking (parking spaces, for scooters, inventory downtown)	3
DARTS driver impatient, rude, poor service for mobility needs	3
DARTS availability of service	2
Transp. options limited	2
Bike safety / lack biking infrastructure	2
HSR difficulty with transfers	1
HSR safety/etiquette	1
DARTS bag limit	1
no sidewalk	1
Grocery store transportation	1
LRT - buses getting around/connections/pedestrians	1
Emotionally difficult to transfer to PT from car	1
Public washrooms not accessible	1
Don't want to drive at night	1
Not all washrooms/change rooms are gender neutral	1

SOLUTIONS	Counted
HSR drop age of free bus pass to 65 yrs. (or reduce rate)	10
Snow cleaning/shoveling service	7
Increased Road/Side walk maintenance/more street lights/inspections	7
HSR stops where seniors live, closer to where seniors go	7
DARTS improved scheduling/dispatching/easier to use/flexibility/communication	7
HSR Shuttles for special events, to waterfront, GO stations	4
HSR Bus shelter repair/more of them / more seats	4
HSR more frequent stops, trips (esp. to main centres)	3
HSR add additional routes (rural, Hamilton mtn.)	3
HSR accessible bus separate from regular (senior shuttle)	3
Educate on bus/LRT use and etiquette	3
Walking track to walk safely	2
Service to other towns (e.g. Burlington)	2
HSR Driver training (age friendly customer service)	2
Enforcement of shoveling sidewalks	2
Community awareness of mobility needs of seniors	2
Benches to sit and rest	2
Awareness of existing educational resources/workshops (e.g. Pedestrian Safety, etc.)	2
Two-directional sidewalks	1
Trans-friendly spaces that are gender neutral (e.g. public washrooms, change rooms)	1
Resources to help seniors learn to use public transportation	1
Rent scooters (pay as you go)	1
Non-smoking bus stops	1
More bike lanes	1
Glanbrook mobility hub	1
Enforcement/reporting process if washrooms/change rooms are not gender neutral	1
Enforcement of bikes on sidewalks	1
DARTS driver training (impatient, rude)	1
Advertise citizens to report unsafe roads/sw	1
Add sidewalks near community centres	1
3 wheeled SoBi bikes	1

CREATING SOLUTIONS: from discussions with community and City stakeholders

Theme 2: TRANSPORTATION

Key Points (notes) from Discussion with Community Stakeholders on Dec. 16, 2019:

- Only 12% of older adults consulted with use a transit pass
- Significance/focus of driving a car for many older adults (should be reflected in the next Plan)
- Access to transportation affects all age groups (e.g. youth also affected in rural communities by lack of options)

Category	Notes	Challenges and Gaps	Proposed Solutions	Potential Partners
Driving	Reality is the majority of seniors continue to drive Workshops don't change behaviour Disconnect between reality of driving and transit	Education Drivers staying on the road beyond capability to drive safely	Driving workshops (insurance, police, etc.) Drivers (70+): Personal feedback on driving/open conversation, Transportation for caregivers	Community agencies Hamilton Police Insurance Companies
Rural Transportation	Limited feedback was provided on rural transportation from focus groups in affected areas (ex. rural communities)	Access to transportation is a large issue in rural communities Community-based creative solutions are funded on a short-term basis and are at risk to end (e.g. Grocery Shopping Program)	Creative programs (e.g. Community Grocery Shopping, volunteer driving, new ways of using DARTS, HSR-shuttles)	DARTS HSR Ancaster Community Services Glanbrook Community Services Dundas Community Services Flamborough Connects
Volunteer Driving	Programs are funded differently (serve different areas, clientele)	Insurance, Funding, Programs are not free No core funding for programs- community agencies must apply/reapply for funding Limitations in funding have many programs prioritizing medical trips vs. social, etc.		VON Red Cross Cancer Assistance Program Ancaster Community Services Glanbrook Community Services Dundas Community Services Flamborough Connects Stoney Creek Outreach Funders HSR DARTS

DARTS	<p>15 years- 25% still riding from inaugural year</p> <p>9000 active clients</p> <p>Cost of DARTS: 24 million/annually</p>	<p>Not accessible for all; application process can be challenging</p> <p>Ineligibility for DARTS means ineligibility for Taxi Scripts</p> <p>Maximum cap on taxi scripts (ex. even those who qualify for discount have limit in how much they can use program)</p> <p>Inaccessible taxis-24hr.</p>	Municipally mandated accessible taxis	City DARTS
HSR	<p>HSR is re-envisioning a plan for the future and presenting findings to Council</p> <p>Notion of "the last mile" accessibility used to describe movement from a transportation hub to a final destination</p>	<p>Affordability</p> <p>Limited Service areas</p> <p>Limited Frequency of service</p> <p>Accessibility</p> <p>Stigma</p> <p>Area rating (transportation in rural communities)</p>	<p>flexible solutions for "last mile" (ex. trans cab)</p> <p>re-envisioned eligibility for DARTS</p> <p>A Committee has been formed to area rating and will meet/present to Council</p> <p>There is a need for appropriate funding of the HSR to address gaps in service</p>	
OTHER (walking/cycling)	Walkability/accessibility of public spaces/streets	<p>Snow removal</p> <p>Shelters</p> <p>Lack of sidewalks (maintenance)</p>	<p>Reduced speed in hospital/school/drop off zones</p> <p>Tickets enforced for (DARTS) dropping off in fire truck zones</p>	<p>Environment Hamilton (Friendly Streets)</p> <p>Community partners</p>

(Goal 3) Information & Communication

‘Older adults have access to information and systems that are better connected, and are able to influence and design the type of information systems they need; customer service and wayfinding are intentional and responsive to individual needs and capacities.’

*Statistics for the theme of *Information and Communication* are not separately identified in the report [“Aging in the City of Hamilton.”](#)

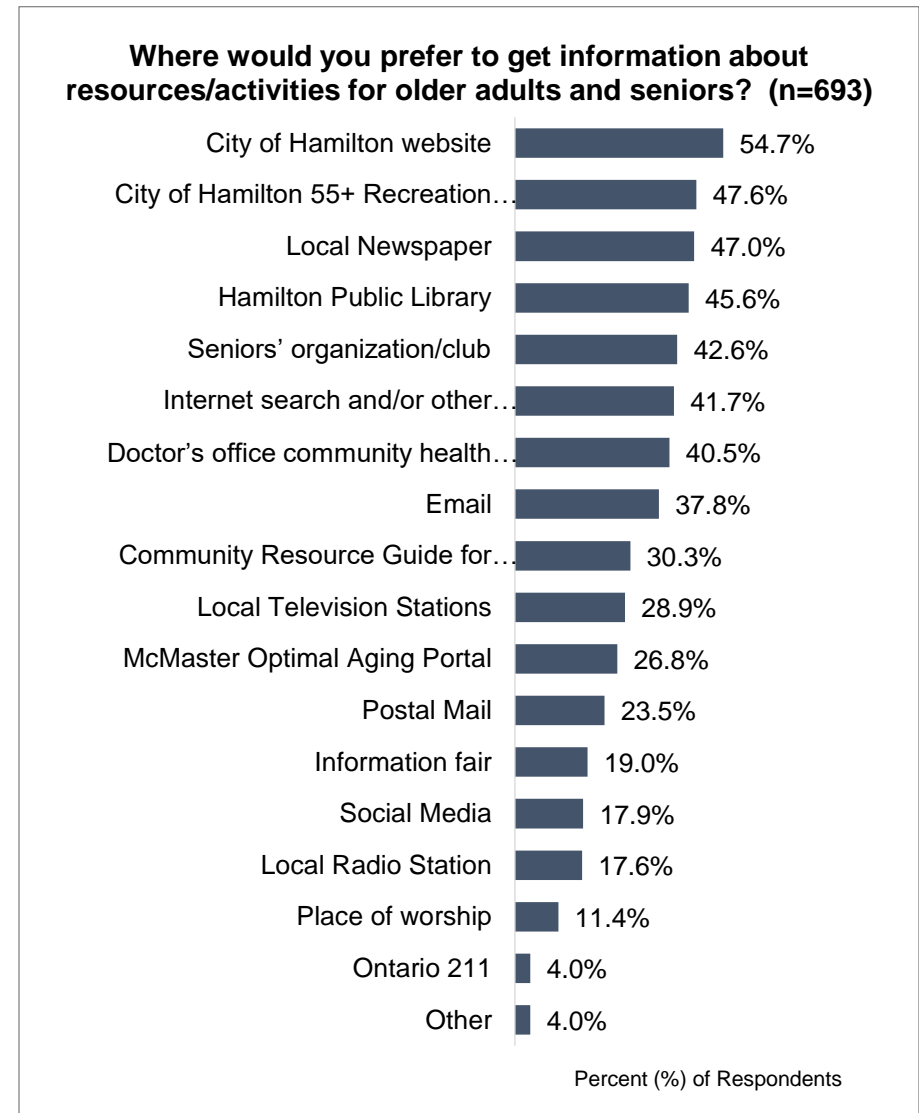
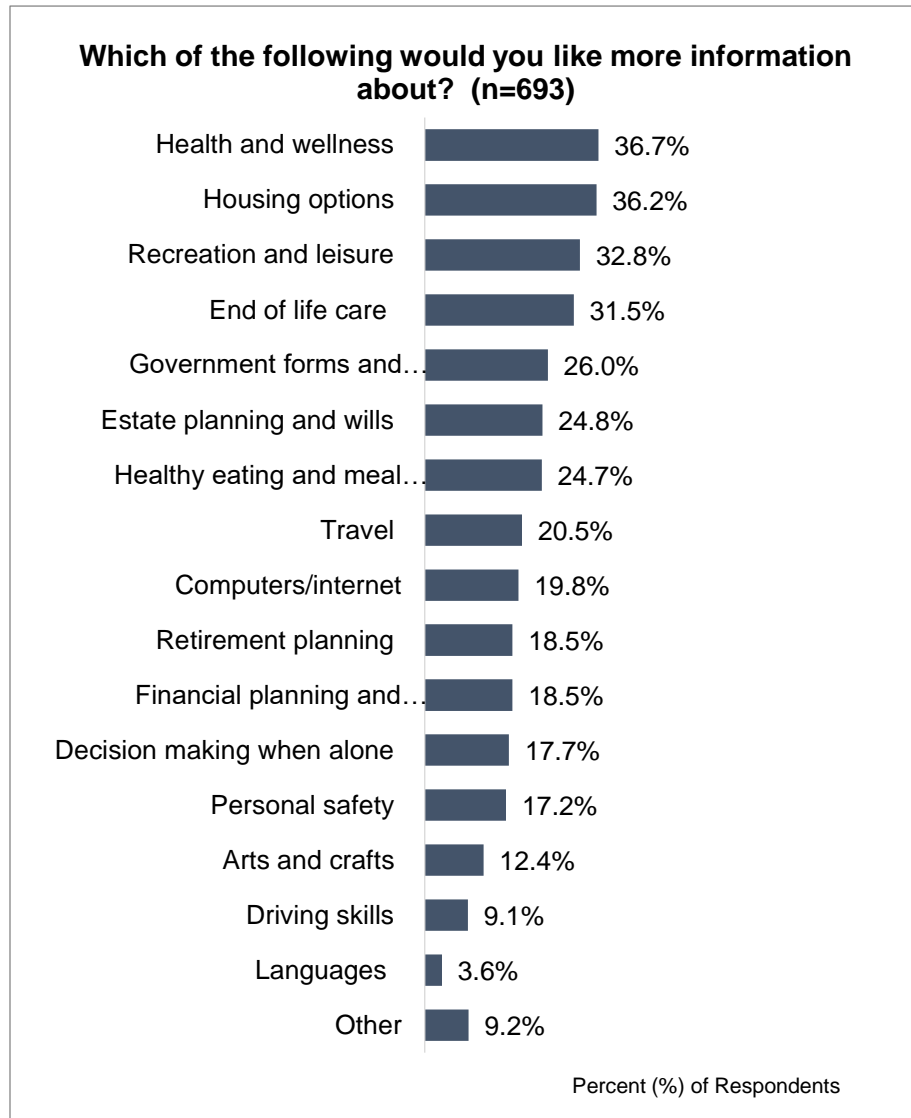
Notes

- Information and Communication is a central theme that overlaps all Age Friendly Hamilton Goals. Access to information and knowledge about where to go for help remains a large gap among older adults and service providers. Anecdotally, over 60% of those asked did not know what ‘211’ was.
- Citizens require access to information and adequate communication of that information in order to be knowledgeable of what exists.
- Good information systems should link with one another and be available in different formats to meet individual needs (e.g. print, online, telephone)
- Information should be communicated with accommodation of the needs, preferences, and abilities of individuals, including language and accessibility.

What We Heard

Feedback from 'Aging in Hamilton' Individual Survey

(Responses based on predetermined multiple choice questions. % based on 693 survey responses received)



Information & Communication Challenges & Solutions from Focus Groups

“Counted” refer to the number of focus groups who identified each barrier. The total number of focus groups was 27, attended by 487 older adults.

CHALLENGES	Counted
Access to computer/devices	5
Access to internet	5
Where is the information, who to contact	5
Lack of awareness of services	4
Technological literacy	3
Not aware of the Age Friendly plan	3
Not easy to get information	3
Technological affordability	2
Challenges with forms	2
Cannot get to locations with information (house bound seniors)	2
Accessing information (different languages)	1
General affordability (newspaper, TV)	1
Concern for isolated folks and awareness	1
Some don't even try	1

SOLUTIONS	Counted
Use a variety of media/locations for info distribution (paper, newsletters, web, info boards, doctors, families of all ages etc.)	14
System Navigators (fill forms, refer info, answer questions)	6
Training older adults to use technology (free), monthly drop-in, high school volunteers	5
AODA compliant information / different translations	3
Training for municipal service workers (Inc. HSR drivers) to utilize google translates on phone	2
Public Awareness Campaign – “211 Ontario”	2
Computer access in senior buildings	2
Public phone line for seniors to get information (City Hall)	2
City wide mail outs (MPs mail notices), e-blasts	2
Rebrand 'Seniors' from being a derogatory term	2
Time communications around food (lunch / dinner meetings)	1

CREATING SOLUTIONS: from discussions with community and City stakeholders

Theme 3: INFORMATION & COMMUNICATION (from discussion with Community Stakeholders on Dec. 16, 2019)

Category	Notes	Challenges and Gaps	Proposed Solutions	Potential Partners
Access to Information		<p>Public: Lack of awareness of programs and services</p> <p>Lack of connection between existing systems</p> <p>Lack of information available in alternative formats to suit individuals needs/preferences (challenge of reaching those who are not 'online' or 'connected')</p> <p>Cost to created printed resources (recreation guides, etc.), translation of materials</p> <p>Providers: Up-to-date knowledge of current demographics/needs (ex. are we translating materials into most needed languages?)</p> <p>Providers: Knowledge/compliance with minimal AODA standards for accessible documents, websites, etc.</p>	<p>Actively provide awareness building campaigns (211, Redbook, City of Hamilton website) – people don't know what they don't know.</p> <p>Connect with ALL groups and think creatively about populations to target with information (ex. family members, caregivers, neighbours, etc. as well as older adults)</p> <p>Connect information portal to other existing portals (e.g. GERAS Caregiving Portal) and guides (e.g. City Recreation Guide)</p> <p>Age Friendly Toolkit/Resources: Provide information in multiple formats, including print (large size- following AODA standards at minimum) with consideration of other needs (e.g. language, etc.).Likewise re: Age Friendly websites, etc.</p>	<p>HPL</p> <p>HCoA</p> <p>City</p> <p>SAC</p> <p>211</p> <p>Ontario</p>

City of Hamilton website	Notion: people perceive the City of Hamilton as a 'trusted source of information' – why they visit the site	Navigation and ease of access of City of Hamilton website	Update City website, continually review/renew content – be able to select or sort by seniors services/programs	SAC City
Providing Information and Referral Services to the Vulnerable and most Isolated		Knowledge of programs and services available (within and outside of systems)	<p>Increase awareness of 211 (sustainable, ongoing)</p> <p>Enhance/maintain something like the Food Access Guide (Community Resource Guide for Seniors) (updated regularly, printable)</p> <p>Consolidate information in one place in many formats</p> <p>Staff/Professionals/Volunteers: Learn more about who does what and share information with one another (increase internal dialogue about information and programs and services and cross-collaboration within and across sectors.)</p> <p>Be creative in getting information out to those who might not see it in a library/senior centre. Utilize other mail outs/bills (tax bills, etc.) to distribute information. Take advantage of Councillors, MPPs, MPs, newsletters</p>	211 Ontario HPL HCoA City SAC

(Goal 4) Health & Community Services

‘Older adults have access to a wide range of supports and services that allow them to remain in their homes and attend to their health and personal needs. Aging in community is eased by good urban design, appropriate housing, and the support of family and community.’

STATISTICS FROM THE REPORT *AGING IN THE CITY OF HAMILTON* (data refers to those age 45 & older)

- 90% report good, very good or excellent health including physical, mental and healthy aging
- Most were highly satisfied with life (27 vs 20 (midpoint) on the life satisfaction scale)
- But 1/5 were at high risk of clinical depression (CESD score) and the risk was 2x greater for women
- Rating on social support scale indicated most felt they had enough support

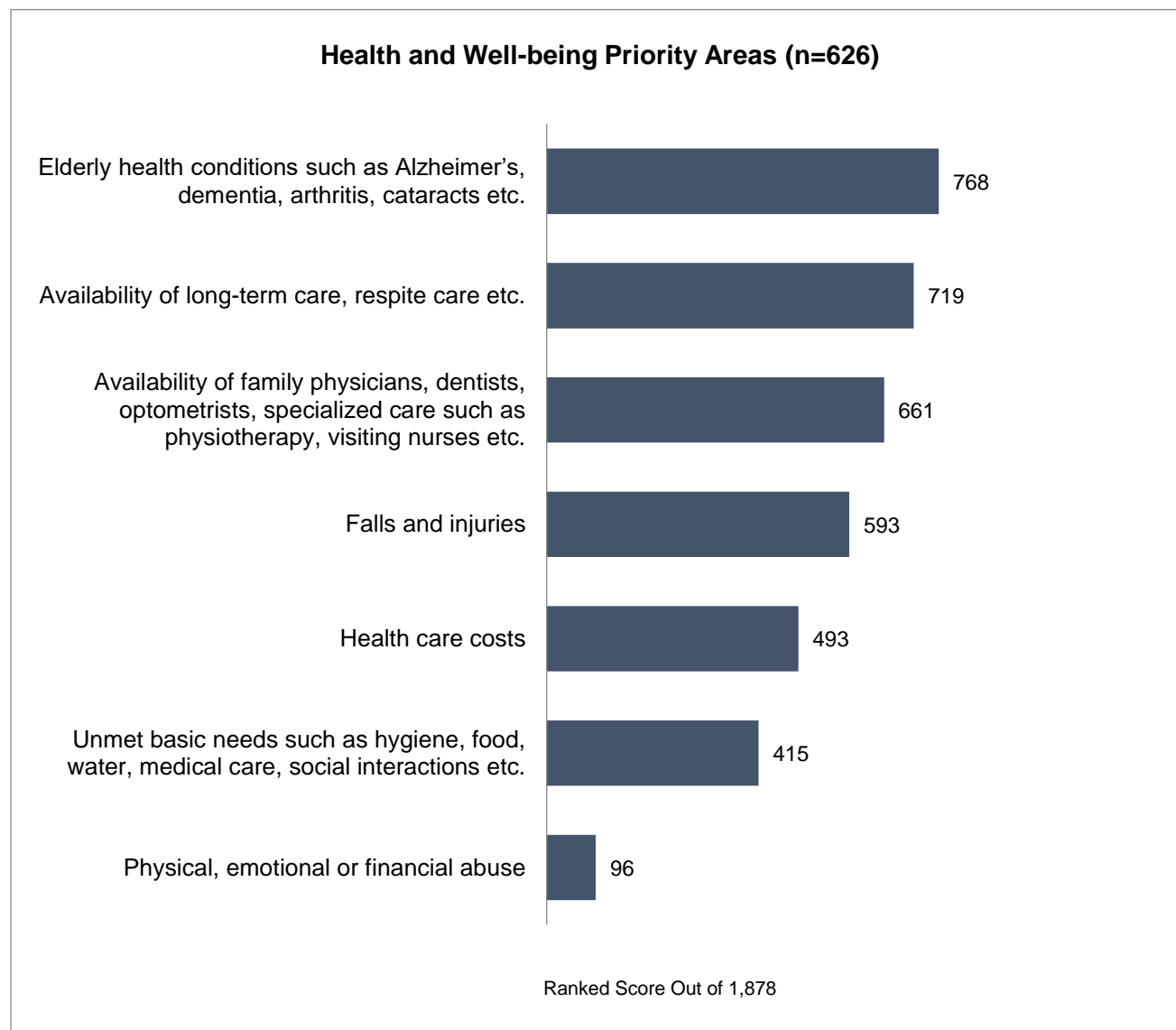
STATISTICS FROM THE REPORT *A Statistical Profile of Older Adults (55+) in Hamilton**

- 43% of those 65+ had a chronic condition (e.g. diabetes, heart disease); 10% had an impairment (e.g. visual impairment, hearing impairment). Both chronic conditions and impairments increased with age

What We Heard

Feedback from 'Aging in Hamilton' Individual Survey

(Responses based on predetermined multiple choice questions.)



Health & Community Services Challenges & Solutions from Focus Groups

“Counted” refer to the number of focus groups who identified each barrier. The total number of focus groups was 27, attended by 487 older adults.

CHALLENGES	Counted
General affordability	5
Being home alone when sick, etc. - no social supports	4
Affordable support services to remain in home	3
Making meals (access to quality food)	3
General availability, for all needs levels (more services available for high needs)	2
Access to Physicians, dismissive Physicians	2
Dental service not available/ costly	2
Social Isolation (lack supports & access to activities)	2
Lack of awareness of services	2
Mental health support	1
Staffing for services	1
Concern about emergency services	1
Mobility	1
Outdoor home maintenance	1
Education (financial, retirement, crisis management)	1
Medication expensive	1
Run out of money as folks live longer	1
Caring for adult disabled children	1
Support services are unreliable	1

SOLUTIONS	Counted
More access/hours to PSWs / nursing services / more supports / triage for GPs	5
Volunteers to check in on seniors - follow up on services	4
More community centres – “create 'Sackville's' around the City”	3
More information about supports (when leaving hospital)	3
Help managing finances	2
More advocates	2
More food centres, including culturally appropriate, meals on wheels	2
Bed bug education / patrol at CityHousing	1
More help in CityHousing	1
More 'one stop' service centres	1
Need system navigators	1
Doctors need to have end of life conversations with aging patients	1
Education (financial, retirement, crisis management, power of attorney, filling paper work)	1

CREATING SOLUTIONS: from discussions with community and City stakeholders

Theme 4: HEALTH & COMMUNITY SERVICES (from Discussion with Community Stakeholders on Dec. 16, 2019)

Category	Notes	Challenges and Gaps	Proposed Solutions	Potential Partners
Accessibility		Language Barriers Cultural Barriers Financial Barriers/ Perception of Cost Barriers Cost of Living Transportation	Connecting with faith based and cultural communities – need for a network of interfaith and cultural groups to address systemic challenges Bring services into seniors buildings, other places seniors reside Bring together ethno cultural groups and partners (reduce silos)	
Diversity/complexity of population served		Mental health and stigma Diversity of needs (i.e.: needs of 55 year old may differ from needs of 95 year old)		
Systemic Issues		Siloed funding and short-term projects Not enough services to meet the need to keep people in their homes. Challenge of duplication of programs and short term funding Lack of funding/services to transition people from hospital Personal Support Worker (PSW) shortage (low wages, quality, etc.) Lack of access to medical equipment	Opportunities to engage with the Hamilton Health Team (HHT) and Community Support Services (CSS) network. Strengthen existing linkage with CSS network Opportunities for HHT to support hub model (have funding models align with hub model), virtual medical services, navigator role/social worker (CityHousing) Align HMW and CRWs to reduce duplication	

		Public vs. private (financial barriers to afford services to 'age in place' (ex. cleaning services)	<p>Opportunities to provide access to high quality PSWs</p> <p>Connect with local education institutions to address PSW shortage (City LAB and some community partners already looking into this)</p> <p>Opportunities through Ontario Works/employment services to support PSW career path</p>	
(Overlap with Goal 3) Information & Communication		<p>Lack of awareness of programs and what is covered</p> <p>Navigating multiple programs (fragmented system)</p> <p>(Accessibility) Hearing Challenges or don't understand information from community supports</p>	<p>Social Prescriptions</p> <p>Senior volunteer organization (peer connectors)</p> <p>Review effectiveness of meal programs and how they connect. Address silos and navigation challenges</p> <p>How can we use family physicians to connect with isolated seniors?</p>	
Healthcare		<p>Continuity of Care "falling through the cracks"</p> <p>Long appointment wait times</p> <p>Physicians not physically present (e.g. virtual services- works for some but not others) – technology challenges</p>	<p>Physician training on "how to work with older adults"</p> <p>Empower older adults to be their own advocates</p> <p>Education to help older adults feel more comfortable with virtual services</p>	
Safety and Security (Elder Abuse)		<p>Legal supports</p> <p>Older adults that are being financially abused</p>	<p>Education about setting up Power of Attorney (POA), etc.</p> <p>One-stop-shop to set up POA, financial services, care planning, etc.</p>	

(Goal 5) Social Participation

‘Social engagement opportunities are welcoming and reflect the diverse interests and preferences of older adults in the community, and are available in a variety of formats.’

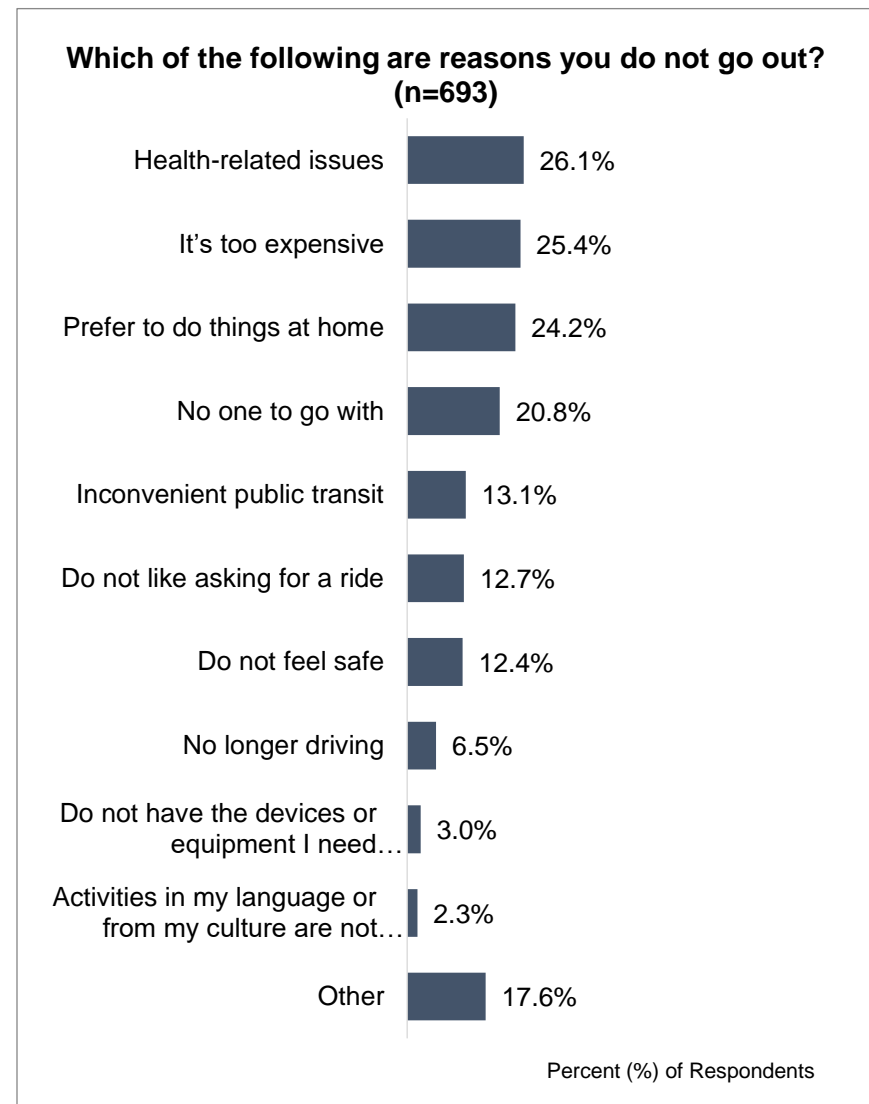
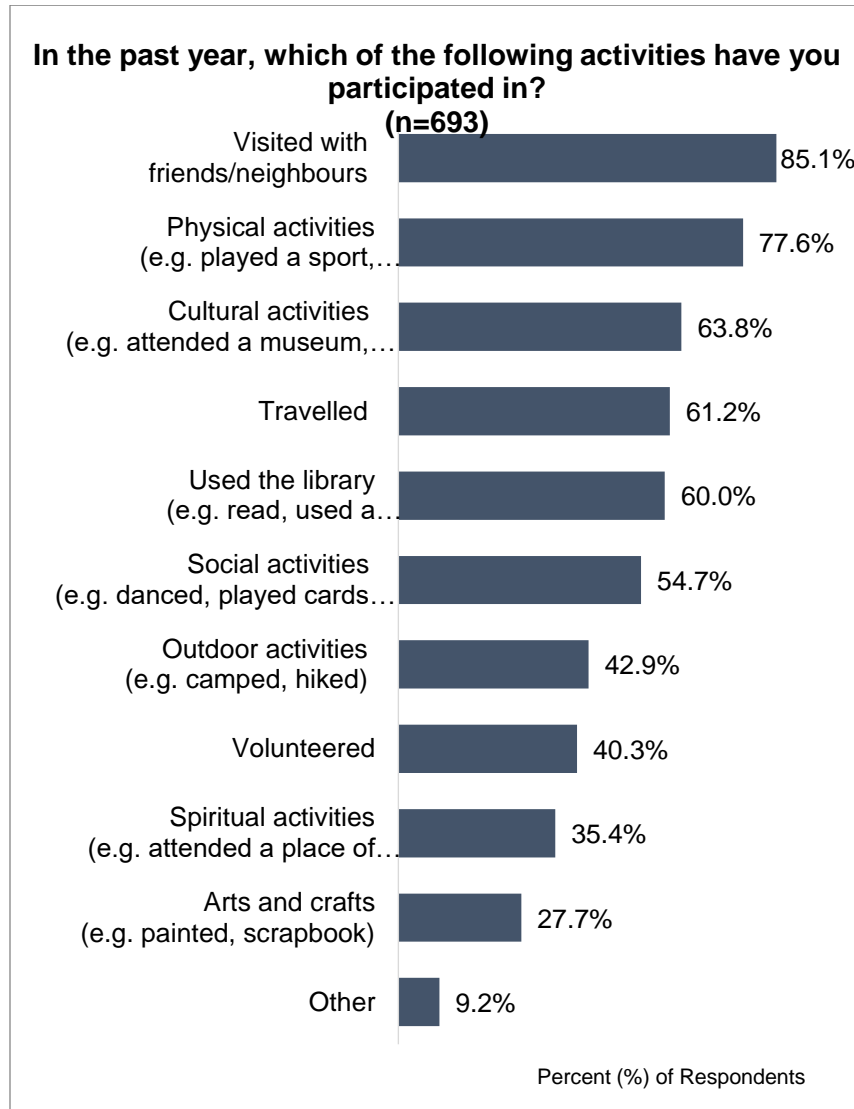
[STATISTICS FROM THE REPORT AGING IN THE CITY OF HAMILTON \(data refers to those age 45 & older\)](#)

- Most older adults participate in social activities. The most frequently reported activities of engagement are:
 - visiting with family and friends outside the household (67%)
 - sports and physical activities (67%)
 - educational and cultural activities (48%)
- 10% reported participating in 1 or no activities
- Nearly 30% of older adults indicate a desire to participate in more social activities
- 2/3 experience barriers to social activities
- Reported barriers to social participation included: “too busy”, personal or family responsibilities, health condition, resistance to going alone, and costs

What We Heard

Feedback from 'Aging in Hamilton' Individual Survey

(Responses based on predetermined multiple choice questions. % based on 693 survey responses received)



Social Participation Challenges & Solutions from Focus Groups

“Counted” refer to the number of focus groups who identified each barrier. The total number of focus groups was 27, attended by 487 older adults.

CHALLENGES	Counted
Transportation to activities, avoid travelling in dark	9
Availability	6
Affordability	6
Awareness/Communication of programs/services	5
No facilities Rec / Arts / Summer camps take over	4
No culturally appropriate activities (communication of women’s only and other culturally appropriate activities)	3
Accessibility (activities/ accommodation for folks with disabilities - vision/hearing/motor)	3
Motivation/scared to try	2
Social Isolation, Safety	2
Social Isolation - discomfort/scared of tenants	1
Social Isolation - Mental Health Issues	1
Social Isolation-Retirement communities	1
Pools are cold	1
Social inclusion of older immigrants	1
Seniors-only spaces	1
Safety for intergenerational programs	1
Weather	1

SOLUTIONS	Counted
Create a 'Sackville' downtown, in Ancaster, Glanbrook, Waterdown, St. Creek, Dundas	6
Senior activities have reduced pricing / rebates	4
Transportation to activities/centres (shuttles to activities from Senior Centres)	4
Building services where seniors are (peer connect)	4
Buddy system	2
Book mobiles outside where seniors are	2
Walking track to walk safely, more outdoor activities	2
Create Seniors only spaces / activities	2
Advertise programs (goal 3)	2
More outdoor courts - pickle ball (covered in winter, add to W Mount, Ancaster, S. Creek)	2
Create a section in the Seniors Recreation Guide to communicate locations/types of culturally appropriate programs (e.g. Women's only fitness)	1
Education on mental health	1
Safety education (when to call police, where to get help)	1
College/University students for landscaping	1
Outreach to encourage the value of participation	1
Provide culturally appropriate activities	1
Recognition (awards) for service	1
Encourage businesses to be involved (coffee clubs outside busy hours)	1
More drop in programming	1
Social dating for seniors	1

CREATING SOLUTIONS: from discussions with community and City stakeholders

Theme 5: SOCIAL PARTICIPATION

Key Points (notes) from Discussion with Community Stakeholders on Dec. 16, 2019:

- It is important to form linkages and work in partnership with programs and agencies
- Complexity of the population served is increasing (e.g. increased needs, diversity, etc.)
- (Overlap Goal 3) Access to information is key (multiple languages, formats) regarding education for seniors re: opportunities for social and inclusion programming
- (Overlap Goal 2) Access to transportation is key to attending social and recreational programs

Category	Notes	Challenges and Gaps	Proposed Solutions	Potential Partners
Information & Communication		<p>Public: Lack of awareness of availability, accessibility</p> <p>Providers: lack of awareness of individual participant needs, preferences, geographic locations</p>	Communicating broadly in a way that reaches participants and encourages participation.	
Resources (funding/ spaces)	Programming for older adults may be benefitted from at any time of day (unlike children’s programming, which may be focused on times when school is not in session.)	<p>Adequate resources to program every day and every time of day</p> <p>Limited funding sources, limited models of funding</p> <p>Increasingly: limited spaces to offer programming for older adults (i.e.: centres at capacity)</p>	<p>Think creatively in accessing/utilizing space for programming. Ex. opportunity for schools to convert to social spaces in communities where demographic shift happens. City- review balance of programming for youth vs. seniors</p> <p>Linking between organizations – enhanced coordination/collaboration (i.e.: don’t compete for participants. Use “people first” approach”- promote participation in everything</p> <p>Continue to focus on offering a range of programs to respond to interests, abilities, etc.</p>	

<p>Diversity of Older Adult Population</p>		<p>Programming for a “group” within a 40yr.span (55-95)</p> <p>Promoting inclusion for individuals with varying needs/abilities (cognitive impairment, physical impairment, mental health, etc.)</p> <p>Isolation: 1 to 1 contact important to prompt participation</p>	<p>Renewed focus/priority on mental health</p> <p>Education on the importance/benefits of social participation to overall wellness</p> <p>Education on safe spaces/ inclusion among all participants</p> <p>Make connections before participation/commitment is required. Foster implementation of peer to peer navigator/connector programs. Utilize food, music, safe places to encourage participation</p>	
<p>Transportation</p>	<p>Lack of transportation can be prohibitive to attending social and recreational programs</p>	<p>Challenge to get from point A to point B without a car (particularly in rural areas)</p> <p>Accessibility/Eligibility for DARTS can be challenging (public transit intimidating)</p> <p>Taxi is expensive</p> <p>Driving at night and dusk might be challenging</p>	<p>Creative partnerships with various transportation services (DARTS, volunteer drivers, etc.) to enhance access to programs</p> <p>Offer programs where seniors live (especially health services). Look for opportunities to utilize local hubs (schools, churches, etc. where connections are already established)</p> <p>Promote and provide education on alternative forms of transportation (ex. accessible bikes and use of bike lanes.)</p> <p>HSR: night time transit passes/routes for those who do not like driving at night</p>	
<p>Financial</p>	<p>Fee assistance programs are available but pride and stigma may prevent access, along with a perception that “free programs are of lower quality.”</p>	<p>Affordability of programming for ALL older adults</p>	<p>Make process to apply for subsidy easy and consistent to increase use.</p> <p>Think creatively in multi-use of different City passes for programs. Allow use of senior centre passes to attend public swims, recreation centre programs.</p>	

(Goal 6) Civic Engagement, Employment & Volunteerism

‘Hamilton’s vibrant civic life includes meaningful roles for older people as leaders, influencers, employers and volunteers.’

STATISTICS FROM THE REPORT *AGING IN THE CITY OF HAMILTON* (data refers to those age 45 & older)

Civic Engagement

- 72% of seniors report a strong sense of community
- Nearly 100% agreed with the statements:
 - *Most people are friendly*
 - *Feel part of the local area*
 - *Most people can be trusted*
 - *If in trouble, most people would be willing to help*

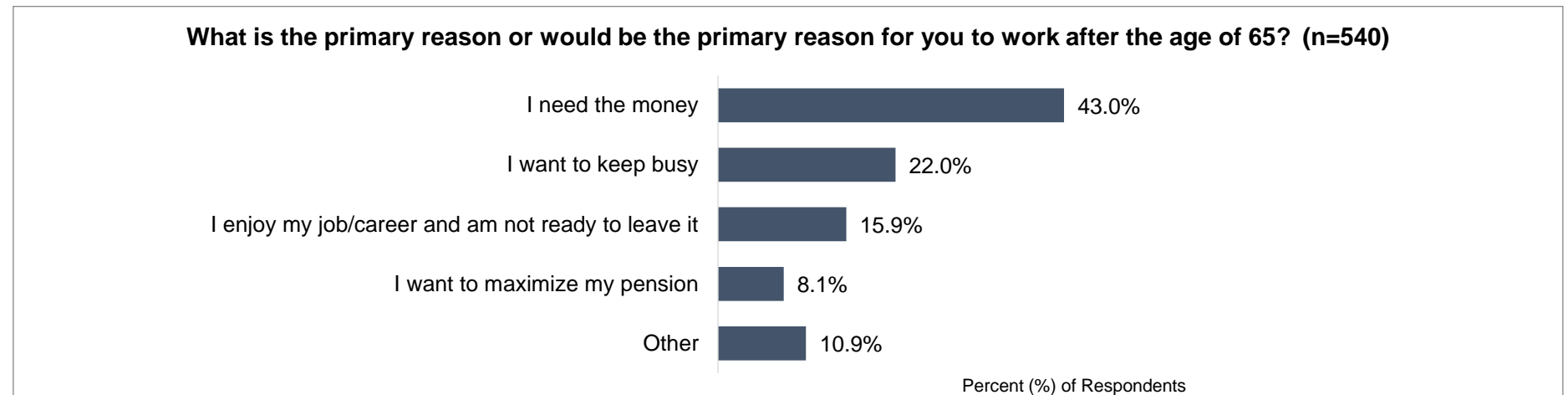
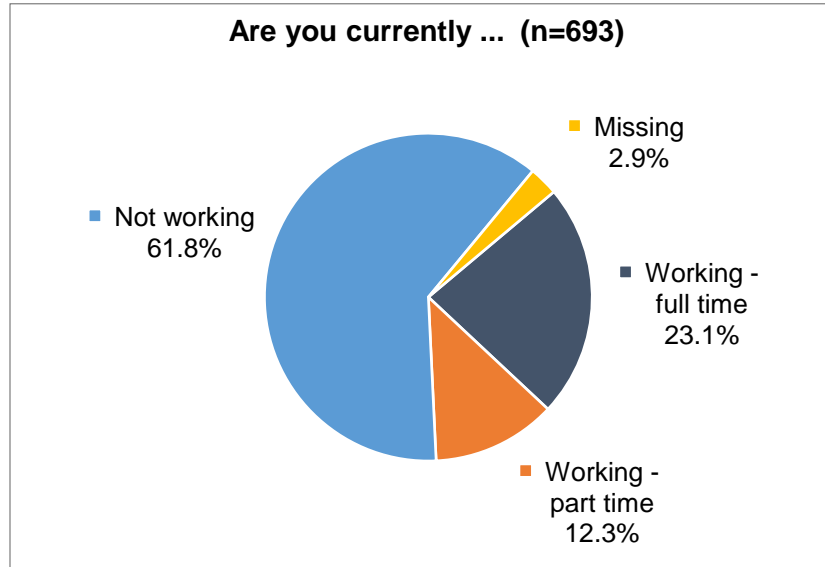
Employment

- 36% of residents 55 years and older participate in the labour force, whereas this percentage falls to 20% for those 65-74.
- Senior women are less likely to be in the labour force at 16% for women aged 65-74 as compared to men (25%)

What We Heard

Feedback from 'Aging in Hamilton' Individual Survey

(Responses based on predetermined multiple choice questions. % based on 693 survey responses received)



Civic Engagement, Volunteerism & Employment Challenges & Solutions from Focus Groups

“Counted” refer to the number of focus groups who identified each barrier. The total number of focus groups was 27, attended by 487 older adults.

CHALLENGES	Counted
Ageism (hard to find work, told to retire)	3
Police(screening) checks/costs/time	2
Transportation to locations	2
Lack of information where and how	2
Cannot get to SAC meetings	1
Lack of free time (still working)	1
Language barriers	1
Allow ducks in city	1
Discrimination as a trans older adult to obtain interviews/secure employment	1
Lack of support and understanding from employers and coworkers as a trans individual	1

SOLUTIONS	Counted
Educate employers to hire older adults	1
Buddy system - volunteer with friends	1
Rotate locations of SAC meetings	1
Connect to SAC through technology	1
Need a community hub in Glanbrook	1
Time and locate activities during day	1
Trans policy, protocol and training for employers and coworkers	1

CREATING SOLUTIONS: from discussions with community and City stakeholders

Theme 6: CIVIC ENGAGEMENT, VOLUNTEERISM & EMPLOYMENT

(includes feedback from a focus with Service Providers offering Employment Ontario services in 2018 and from Agency Focus Group on Volunteerism- Feb. 25, 2020)

Category	Notes	Challenges and Gaps	Proposed Solutions	Potential Partners
Employment (Older Workers)	<p>Based on literature, older workers bring the following skills/attributes to workplaces:</p> <ul style="list-style-type: none"> • Maturity • Wisdom • Experience • Work ethic • Lower turnover rates • Punctuality • Dependability • Interpersonal and teamwork skills 	<p>Great financial need to keep working (not matched by opportunities available)</p> <p>Ageism in the workplace (employers mistakenly believe that older workers are less productive)</p> <p>Mismatch between skills and local employment opportunities</p> <p>Health status (i.e.: reduced stamina, disability)</p> <p>Employment Support System: Focus is on hiring youth – lack of support within employment service organizations to support older workers</p> <p>Resources to assist older workers seeking employment (re: technology support, job search strategies)</p>	<p>Age Friendly Employer Programs (Workplace policies and practices that support and enable older workers to participate in employment as they wish to, for example, New York City: Age Smart Employer Program)</p> <p>Consider engaging our large public sector employers to begin the process of becoming an age-smart employer</p> <p>Older Workers Campaign to reduce ageism in employment hiring and retention of older workers, and to facilitate successful strategies for older job seekers</p> <p>Support to service agencies for a mature worker (50+) programs in Hamilton</p> <p>Expand intergenerational knowledge transfer. Implementation of intergenerational programming re: skills sharing (technology transference from youth to older job seekers)</p>	<p>HCoA, SAC</p> <p>City of Hamilton, Chamber of Commerce, BIAs</p> <p>Workforce Planning, City</p> <p>Funders</p> <p>Community agencies, schools</p>

<p>Civic Engagement & Volunteerism</p>		<p>(Lack of appealing volunteer opportunities) Meaningful Volunteer Opportunities for older adults</p> <p>Ageism: Stigma may prevent some older adults from volunteering (ex. fear of judgement), agencies may discriminate against older volunteers</p> <p>Cross-cutting theme: Information & Communication - technology gaps (virtually centric world) in accessing/sharing information</p> <p>Volunteer recruitment/retention</p> <p>Cost of Volunteering</p> <p>Funding to provide supportive volunteer programs</p>	<p>Find ways to make volunteer opportunities inviting/appealing to older adults</p> <p>Find ways to recognize/value the contributions of older adults and their expertise within opportunities made available</p> <p>Find ways to effectively market opportunities to a diverse older adults population</p> <p>Utilize existing channels/networks to market opportunities including to established groups (ex. Retiree associations, Chamber of Commerce, etc.)</p> <p>Make information available in multiple formats</p> <p>Implement intergenerational programs re: technology for older adults (shared benefits for older adults and young people)</p> <p>Take advantage of various electronic (ex. Gigit) and non-electronic (newspapers, phone calls) platforms for information sharing</p> <p>Educate volunteer agencies on the challenges/benefits of recruiting/utilizing older adult volunteers (challenges: possible technology gaps; Strengths: skills, experience, and commitment.)</p> <p>Increase awareness of systems (ex. Gigit) to post/find opportunities</p> <p>Take advantage of free marketing opportunities- ex. newspapers, Charity Village, Social Media</p> <p>Incentivize volunteering! Tax perks, Partnership with HSR re: transit benefits, City Parking, Screening: Police Checks and TB Testing (explore possibilities to obtain low cost/free through partnerships)</p> <p>Increased funding opportunities for support staff/coordination role</p> <p>Create opportunities for volunteers to connect with one another, volunteer recognition</p>	<p>Flamborough Connects</p> <p>Hamilton Administrator of Volunteers</p> <p>HHSC</p> <p>HCoA</p> <p>St. Joseph's Hospital</p> <p>City of Hamilton</p> <p>Hamilton Public Library</p> <p>Hamilton Literacy Council</p> <p>Red Cross</p> <p>Ancaster Community Services</p> <p>Glanbrook Community Services</p> <p>Dundas Community Services</p> <p>VON Hamilton</p> <p>Alzheimer Society</p> <p>YMCA</p> <p>YWCA</p>
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(Goal 7) Age Friendly Public Service

‘Leaders in all City of Hamilton departments will champion age friendly strategies in their scope of authority and practice and in partnership with the community.’

*Statistics for the theme of *Age Friendly Public Service* are not separately identified in the report [“Aging in the City of Hamilton.”](#)

Notes

- The theme of Age Friendly Public Service deals directly with City of Hamilton municipal programs and services.
- Challenges and Solutions identified in this theme will may also be found under the other Goal areas

What We Heard

Age Friendly Public Service

Challenges & Solutions from Focus Groups

“Counted” refer to the number of focus groups who identified each barrier. The total number of focus groups was 27, attended by 487 older adults.

CHALLENGES	Counted
Traffic light timing too short (Barnsdale/Cannon)	3
Cyclists on sidewalks	1
Snow plows block driveways	1

SOLUTIONS	Counted
Timers for cross walks	3
Provide education/pamphlets on chronic health issues	1
Provide education/pamphlets on staying active	1
Advocate for older adults in City of Hamilton planning	1
Sidewalk snow removal - increase taxes if need be	1
By-law enforcement of cyclists	1
Provide ongoing "Trans Safety" training for city staff, including police	1

Age Friendly Hamilton is a community initiative, collaboratively led by the Hamilton Council on Aging, City of Hamilton and their Seniors' Advisory Committee

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3. Information & Communication - Kimberly Silk (Hamilton Public Library): ksilk@hpl.ca
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5. Social Participation – Eleanor Morton (City of Hamilton): Eleanor.Morton@hamilton.ca
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