

# City of Brampton



## Age-Friendly Strategy and Action Plan

JUNE 2019



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**BRAMPTON**  
Flower City



**TRANSPORTATION**

**HOUSING**

**SOCIAL PARTICIPATION**

**RESPECT & SOCIAL INCLUSION**

**CIVIC PARTICIPATION & EMPLOYMENT**

**COMMUNICATION & INFORMATION**

**COMMUNITY SUPPORT & HEALTH SERVICES**

**OUTDOOR SPACES & BUILDINGS**

**AGE-FRIENDLY COMMUNITIES**



CITY OF BRAMPTON  
**AGE-FRIENDLY STRATEGY AND ACTION PLAN**

JUNE 2019

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## MAYOR'S MESSAGE

We at the City of Brampton are proud to be celebrating the completion of our first Age-Friendly Strategy and Action Plan. This plan has been endorsed by City Council and represents a major milestone in moving us toward being recognized as an Age-Friendly Community by the World Health Organization.

This strategy aims to make Brampton a community that meets the needs of residents of every age and ability. It aligns closely with this Council's priorities for 2019-2022, which include embedding diversity and inclusion in everything we do, and is also an important contributor to Vision #5 of the Brampton 2040 Vision, which deals with social matters and housing.

Brampton is one of the youngest big cities in Canada, and it also has a rapidly growing older population. In such a diverse community, it's important for people of all ages to be involved in making this a better place to live. Let's keep working together to make it happen.

**Mayor Patrick Brown**





# ACKNOWLEDGEMENTS

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# 1- INTRODUCTION

## WHY AN AGE-FRIENDLY BRAMPTON?

Brampton is a growing, vibrant, and diverse municipality, with a relatively young population and a rapidly growing older population.

Given shifting demographic trends, the City is working to become a leader in age-friendliness by ensuring that Brampton residents can age in place. With access to necessary services and information; feeling valued and able to contribute to civic life; accessing indoor and outdoor environments that are safe and barrier free; opportunity to move throughout the city and beyond; and participating in social and cultural events, residents can enjoy a great quality of life.

This Age-Friendly Strategy and Action Plan, referred to herein as the “Plan”, was developed with extensive community engagement. It is a Plan that is made for the Brampton community to endorse, champion, and be excited about as the community and the City, together, can achieve the World Health Organization’s (WHO’s) Age-Friendly Communities designation.

The Plan has been developed based on best practices in age-friendly planning, a range of background research, and extensive input from community members throughout the Plan development and public engagement process. This information and knowledge forms the basis for the specific recommendations and actions to be taken to achieve Brampton’s age-friendly vision and goals.





## Aging Demographics

The world is experiencing a significant demographic shift, with the number of individuals over 60 years of age growing faster than any other age group.<sup>1</sup>

The demographic shift is present in many Canadian cities. In 2016, Brampton's population was 593,638 – an increase of 36.8% from 2006.<sup>2</sup> The proportion of the City's population aged 60 and over has increased to 16%, from 14% in 2011. The rate of growth in the city's seniors' population is much greater than in any of Canada's other 10 largest cities. By 2041, it is anticipated that 1 in 5 people will be seniors.<sup>3</sup> In 2016, the youth population (i.e., ages 10 to 29) was 28% of the total population.<sup>4</sup>

## Towards an Age-Friendly Brampton

The City of Brampton recognizes the challenges and opportunities associated with an aging population. Municipal initiatives are already in progress to ensure that age-friendly structures and programs are in place. Regional Official Plan Amendment (ROPA) 27 (February 2017) to the Region of Peel's Official Plan directs the Region's lower-tier municipalities, including Brampton, to plan for age-friendliness. This Age-Friendly Strategy and Action Plan aligns with the City's 2040 Vision and supports Vision 4: Transportation and Connectivity, and Vision 5: Social Matters and Housing.



The 2040 Vision is the City's long term goal and aspiration, and the Term of Council Priorities are the steps to move the city towards that over the next four years. This Plan continues that momentum and builds on the City's planning initiatives and programs, towards the goal of achieving the WHO's designation of an age-friendly city.

This Plan was developed with tremendous input from Brampton's culturally and demographically diverse community, and followed the Ontario Ministry of Seniors and Accessibility (MSA) process described on page 6. It will inform the continued development of age-friendly policies for Brampton and guide the implementation of Brampton's Age-Friendly Objectives, as expressed in the Regional Official Plan, Vision 2040 and the Term of Council Priorities. As a first step in developing this Plan, a Baseline Assessment was completed in September 2018 and is available under separate cover. It provides insight into the City's current age-friendly practices and opportunities for improvement.



In addition, the community engagement process and findings are documented in the Community Engagement and Findings Report, March 2019, which is also available under separate cover. The valuable input received from community members was used to develop a guiding Vision statement and a series of supporting goals which form the foundation for this Plan and the specific actions identified for implementation. The community members who contributed to this Plan's development are its champions.

### What is an Age-Friendly Community?

An age-friendly community is one that encourages and enables active aging as a way to enhance or maintain quality of life for older adults. Active aging refers to the capacity for people to continue to participate fully in their communities at all stages of life. It is influenced by economic, social, and physical factors.

At its core, an age-friendly community is one that ensures aging residents at all levels of ability are supported, respected and encouraged to participate in community life.

Looking through an age-friendly lens to consider existing community assets and opportunities for tangible improvements will allow the City of Brampton to make informed decisions regarding all aspects of the community, including land development, transportation planning, parks and open space, and social services, ensuring that community investments reflect the actual needs of residents and are implemented as needed.



## World Health Organization

**“An age-friendly community encourages active aging by optimizing opportunities for health, participation and security to enhance quality of life as people age.”**

### In an Age-Friendly Community...

- Public buildings have accessible entryways including push-button accesses and level surfaces.
- Residents of all ages have strong social networks and can participate in a variety of affordable and inclusive community programs.
- A range of affordable transportation options is available to residents, such as a network of trusted volunteer drivers or a safe and efficient public transit system.
- Brampton residents have access to a range of affordable health, community support and home care services.

The City of Brampton is committed to advancing public and policy goals and actions that align with the WHO's eight dimensions of an age-friendly community (shown on page 4), in an effort to be a leader in age-friendly community building and apply the “8 to 80” approach. The actions identified in this Plan support each of the eight community dimensions.

## Age-Friendly Assessment Framework

The WHO launched its Global Age-Friendly Cities Framework (“the Framework”) in response to changing demographics, and to assist communities in creating and enhancing livable environments for residents of all ages and abilities. The Framework is intended to encourage municipalities to examine their community with an age-friendly lens to uncover areas of opportunity and potential improvements. The Framework highlights eight interconnected community dimensions that influence active aging. These elements are illustrated in Figure 1 and described in Figure 2.



Figure 1: Eight Dimensions of an Age-Friendly Community



Figure 2: Summary of Age-Friendly Community Dimensions



### Outdoor Spaces and Buildings

The condition, quality and design of the physical environment including parks, sidewalks and buildings, have a significant influence on the mobility, independence and quality of life of all residents.



### Communication & Information

Access to and the wide distribution of clear, relevant information is essential for aging residents to be able to maintain strong social ties and community connections.



### Transportation

As people age, there is a tendency to drive less and to rely more on alternative modes of transportation such as transit, for-hire rides and, in the future, autonomous vehicles. The availability of accessible transportation options and different fare structures for different demographics aids in the ability of residents to participate in the community and increases access to community and health services.



### Respect & Social Inclusion

Aging residents should continue to be respected for their roles and contributions to the community. The provision of outreach to aging residents and opportunities to participate in community life can help to mitigate isolation.



### Housing

Appropriate housing structure, location, design and a wide variety of available housing choices can have a significant impact on the independence of residents, including youth and seniors. Appropriate housing can allow people to age in place comfortably within the community.



### Civic Participation & Employment

Aging residents offer a variety of skills, knowledge and experiences that can provide benefits to the community. Residents, regardless of age, should be able to contribute to their communities through paid and unpaid employment for as long as they would like to or are able to do so.



### Social Participation

The ability and opportunity to actively participate in social, cultural and recreational pursuits has a positive influence on the physical and mental well-being of all residents.



### Community Support & Health Services

In order to age in place, the community should offer sufficient good quality and accessible healthcare and community programs and services. Doing this will allow residents in the community to receive appropriate care.



## How Brampton Developed its Age-Friendly Strategy and Action Plan

The development of the Plan has followed the process developed by the Ontario Ministry of Seniors and Accessibility, entitled “Finding the Right Fit: Age-Friendly Community Planning” (2013). The full process involves four steps in two phases, as described below and illustrated in Figure 3:

### PHASE 1

- Step 1 – Define Local Age-Friendly Principles
- Step 2 – Assess Community Needs

### PHASE 2

- Step 3 – Develop an Action Plan
- Step 4 – Implement/Evaluate the Action Plan

This Plan fulfills Step 3 in the process. Following Council adoption, the implementation of this Plan is Step 4.

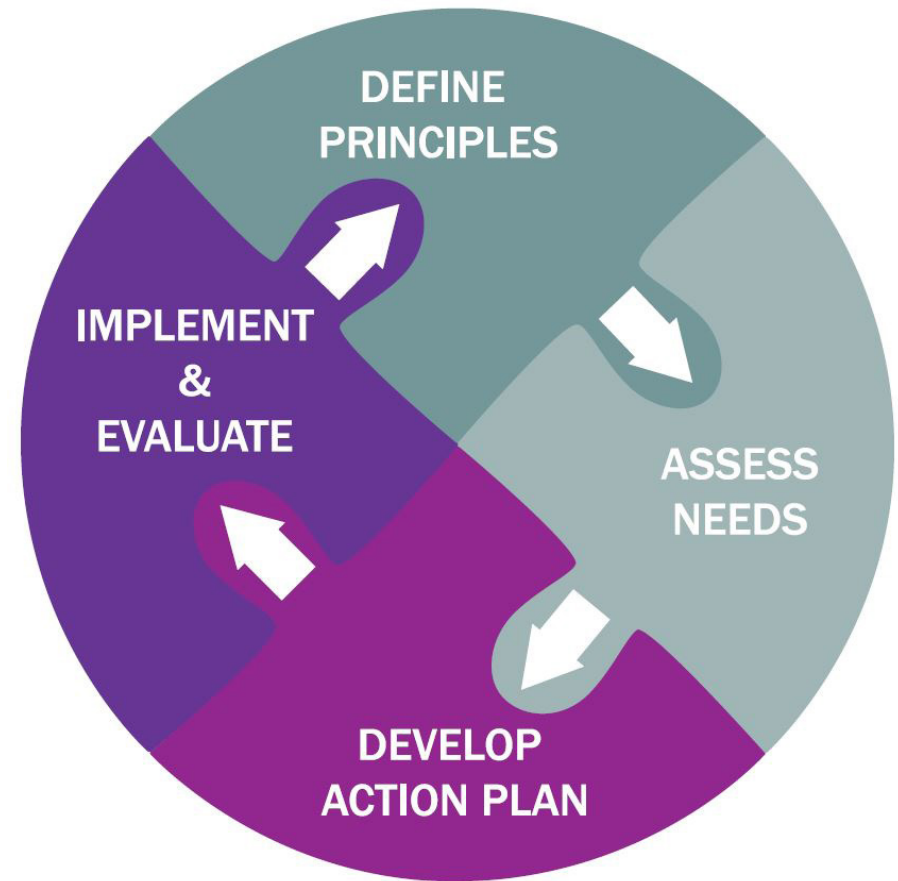
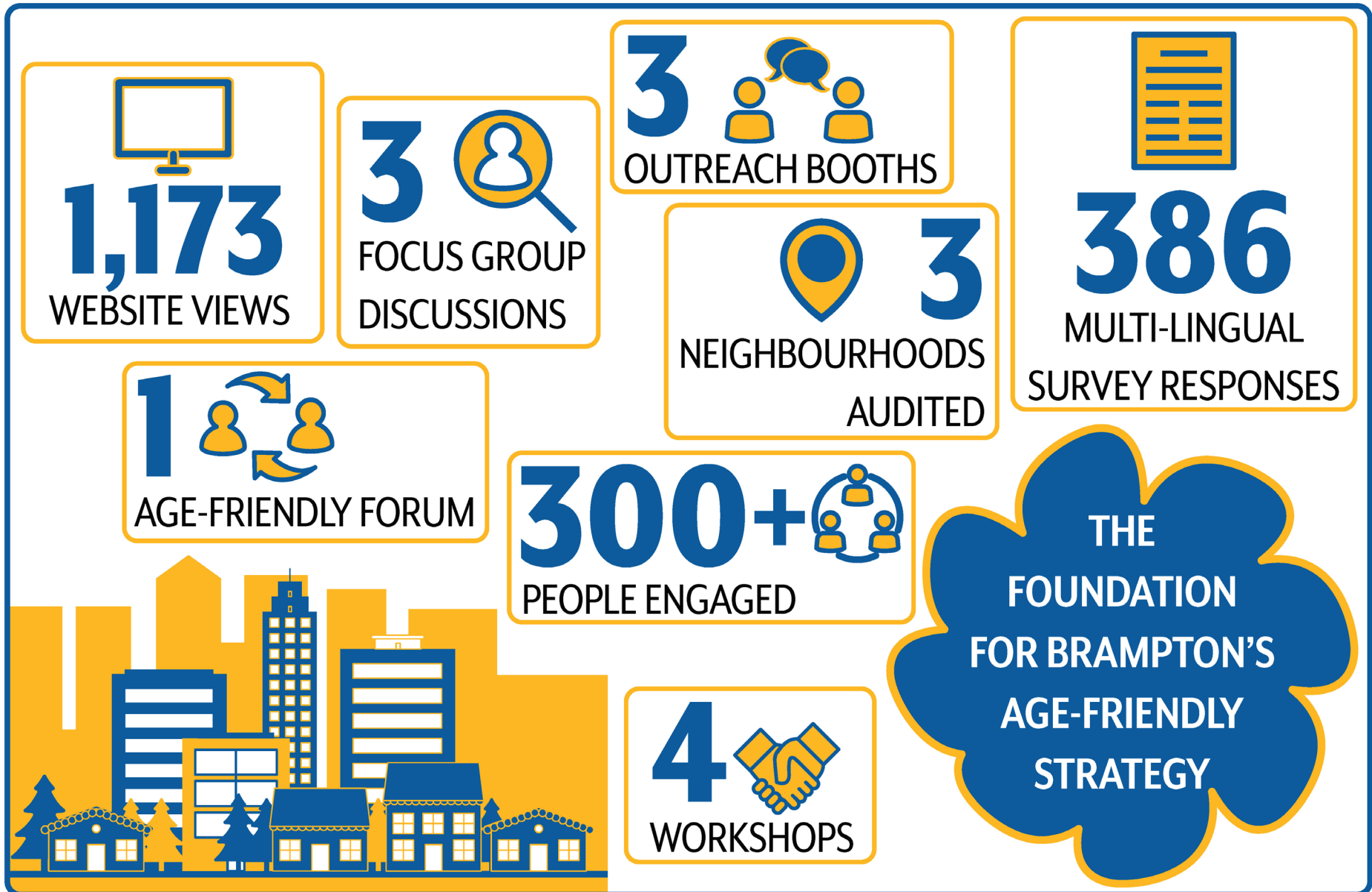


Figure 3: Ministry of Seniors and Accessibility Age-Friendly Planning Process

There were a number of engagement activities throughout the Project, including:





## 2- VISION AND GOALS

### VISION

A Vision Statement describes an ideal state or purpose which a community can work together to achieve. It is an important element of age-friendly planning, as it identifies community priorities and helps set the overall direction for the Plan.

Based on community feedback, the Vision Statement for the Plan is as follows:

**Brampton will be an age-friendly community that meets the needs of all ages and abilities.**

### GOALS











The Vision Statement is implemented through overarching goals, many of which have been founded in existing City policies from various documents as summarized in the Baseline Assessment Report (September 2018). These policies have been strengthened by community feedback from the engagement events as described in Section 1.















The following goals are tangible and will be supported by specific actions as identified in Section 4. Each action will be evaluated through performance indicators to determine whether a particular goal has been met. As goals are fulfilled, Brampton would move closer to becoming an age-friendly city.





Table 1: Goals

GOALS	COMMUNITY DIMENSION
<p>1 Include residents of all ages, abilities and cultural backgrounds in City initiatives and events.</p>	  
<p>2 Promote the creation of affordable and accessible housing, along with a range of housing types and tenures.</p>	
<p>3 Effectively communicate information using a variety of methods.</p>	   
<p>4 Assess and improve routes, connections and transit stops as the City grows.</p>	 

GOALS	COMMUNITY DIMENSION
<p>5 Youth will be recognized and supported in the community through opportunities for social interaction, civic engagement, volunteering and employment.</p>	   
<p>6 Inter-generational opportunities will be created in the community, such as programs or events for youth and seniors to share knowledge.</p>	   
<p>7 Develop vibrant Community/Social Hubs with a variety of activities, events, volunteer and employment opportunities for social participation by all ages.</p>	  
<p>8 Design complete and compact neighbourhoods, parks, and streets that create opportunities for social interaction and interconnectivity of neighbourhoods to a variety of uses.</p>	  



## 3- COMMUNITY DIMENSIONS

This Plan is structured according to the WHO's eight dimensions of age-friendly communities: Outdoor Spaces and Buildings; Transportation; Housing; Social Participation; Respect and Social Inclusion; Communication and Information; Civic Participation and Employment; and Community Support and Health Services.

A range of questions were considered in assessing each dimension. While many positive comments were received, there were some challenges identified.





## OUTDOOR SPACES AND BUILDINGS

The design, condition and quality of the outdoor environment and public buildings can have a significant impact on the mobility, independence and quality of life of seniors.

Safe, accessible and well-maintained public spaces and buildings have a positive influence on residents' health and quality of life, by making it easier to move freely around the city to access services and take part in community activities.



A range of questions were considered in assessing this dimension, including the following:

- Are sidewalks and pathways in Brampton well maintained and free of obstructions?
- Are there enough appropriately marked pedestrian crossings?
- Do buildings have ramps, automatic doors, benches and accessible washrooms?

### CURRENT CHALLENGES

- Public washrooms are insufficient in number and not clean.
- Need more outdoor seating.
- Parks are well kept, but public spaces are not clean and maintained.
- Sidewalks are not wide enough, streets are not pedestrian friendly.
- City is designed for cars, not pedestrians.
- Consider colour contrast on outdoor infrastructure, such as trash bins.
- Make streets more walkable and improve safety of pedestrian crossings.



## TRANSPORTATION

The availability and accessibility of transportation has a major impact on youth and older residents' social participation and access to health and community services.

Affordable, accessible and safe transportation, including public transit, permits residents of all ages and abilities to take part in community life.



A range of questions were considered in assessing this dimension, including the following:

- Are all areas of Brampton served by the transportation system?
- Are transportation stops and pick-up/drop-off points safe and clearly marked?
- Is transportation service affordable, and does it operate on time?
- Is priority seating available for seniors?

### CURRENT CHALLENGES

- Transit system is frequent and reliable, but lacks routes to seniors' centres.
- Not all transit routes have clear and proper connections or connections to other systems, such as GO Transit bus and rail.
- Door-to-door seniors' transit system is limited due to the existence of a good public transit system.
- Transit is discounted for seniors, but it should be free.
- Need better transportation options for students from an affordability perspective, and frequency of transit service levels.
- Taxi cabs are expensive and not accessible. There is an interest in considering Uber or other ride share options.
- Bus shelters are not clean.



## HOUSING

The Region of Peel is the social and affordable housing manager for Brampton.

The availability of appropriate housing can have a major impact on the quality of life of older residents and the opportunity for them to age in place within their communities.

Access to safe, affordable and accessible housing is critical to the well-being of all residents. As residents' housing needs can change over time, it is important that a range of housing choices and support services be provided throughout the city,



to allow people to live independently for as long as possible and remain part of their communities as they age.

A range of questions were considered in assessing this dimension, including the following:

- Is enough accessible and supported housing available to meet the needs of older residents?
- Are housing options in Brampton well-located with respect to community services and other destinations?
- Are home maintenance services available to help people stay in their homes?

### CURRENT CHALLENGES

- Housing and home modifications are not affordable.
- There are not enough smaller units.
- Affordable housing wait lists are very long and favour families.
- Need more diverse housing options. There is too much of the same within the city.
- There is a misconception that South Asian seniors want to live in multi-generational housing. In many cases, they do not have a choice due to lack of access, cost and long waiting lists.
- Housing is not located near amenities, leading to social isolation and a loss of independence.



## SOCIAL PARTICIPATION

Opportunities for social participation and support are crucial for health and well-being at all stages of life.

Social participation includes getting involved in social, recreational, cultural and spiritual pursuits. It benefits both individuals and the community at large, by allowing older people to exercise competence and enjoy respect and supportive relationships.



A range of questions were considered in assessing this dimension, including the following:

- Are activity venues conveniently located and accessible?
- Are activities affordable and appealing to a diverse population?
- Is good information provided on events and activities?
- Is there outreach to people at risk of social isolation?

### CURRENT CHALLENGES

- Social activities and events are generally affordable, but they should be free for seniors.
- Social opportunities for seniors are centralized at Flower City Seniors Centre, but there is a lack of seniors centres across the whole of the city (east side in particular).
- Community centres are not programmed in a manner that is friendly for seniors. Seniors need their own dedicated spaces year-round.
- Make better use of community centres, libraries and places of worship for social events.
- Newcomers deal with a language barrier and may not be aware of programs.
- Older adults from the South Asian community are not included in social events and tend to keep to themselves.



## RESPECT AND SOCIAL INCLUSION

Respect for the roles and community contributions of residents of all ages and abilities can help reduce isolation and improve the well-being of seniors.

Fostering awareness of the needs and contributions of older people and youth throughout the community can help them be treated with greater respect and help them participate more fully in community life.



A range of questions were considered in assessing this dimension, including the following:

- Are older people recognized for both their past and present contributions?
- Are service staff courteous and able to accommodate age-specific needs and preferences?
- Do schools promote interaction and respect between children and older people?

### CURRENT CHALLENGES

- Brampton is very diverse, but that isn't represented in external media.
- All communications should be translated into dominant languages in the city.
- Find ways to integrate seniors from different cultural backgrounds.
- There are no opportunities for older adults to interact with students or to impart their knowledge and experience to the younger generation.
- Consultation tends to favour seniors and not students. We must find a way to engage younger generations in a manner that matters to them.
- Media portrays old people as vulnerable. The City should try to break this stereotype with age-friendly media and communications.

## COMMUNICATION AND INFORMATION

Access to clear, relevant information is crucial for residents of all ages and abilities to maintain their health, quality of life and community connections.

Through proper communication of programs, services and opportunities, older residents are able to maintain their independence and participate fully in community life.



A range of questions were considered in assessing this dimension, including the following:

- Is information on public programs easily accessible in a variety of formats?
- Is printed information easy to read and telephone information provided slowly and clearly?
- Is public internet access and computer support for seniors widely available?

### CURRENT CHALLENGES

- It is hard to find information within the city.
- The City's website is complicated and hard to navigate.
- Brampton Guardian alone is insufficient as a local paper. The City should make better use of ethnic papers to communicate.
- City lacks large print materials.
- Need more computers and Wi-Fi options at local libraries so that people without access to the internet can stay connected.
- Seniors use the internet – don't fall for stereotypes.



## CIVIC PARTICIPATION AND EMPLOYMENT

Older residents offer a variety of skills, experience, and knowledge, and should have the opportunity to use them in paid or voluntary work for as long as they would like to do so.

As individuals and the community can benefit from the continued active participation from all ages, barriers to civic participation and employment should be minimized.



A range of questions were considered in assessing this dimension, including the following:

- Is a range of flexible paid and voluntary options available to residents of all ages and abilities?
- Are the positive qualities of residents of all ages and abilities recognized and promoted?
- Are training and workplace adaptations available for residents of all ages and abilities?

### CURRENT CHALLENGES

- Brampton offers many volunteer opportunities, but very few employment opportunities to seniors.
- There is little training for entrepreneurship.
- The City lacks training for seniors so that they can re-enter the job market.
- Social media should be leveraged to connect people to the City and to each other.
- Many residents live in poverty and outreach for employment, such as part-time, is required.

### Looking for work?

With Community Employment Service opening doors to your future is just the beginning.

Sheridan | Community Employment



## COMMUNITY SUPPORTS AND HEALTH SERVICES

To maintain their health and independence, aging residents should have access to a full range of health and support services in the community.

Appropriate community services will allow residents to remain at home longer, benefiting individuals and the City as a whole.



A range of questions were considered in assessing this dimension, including the following:

- Are services conveniently located and accessible by all means of transportation?
- Are appropriate preventive and home care services available?
- Is health service delivery coordinated and administratively simple?
- Are economic barriers to health services minimized?

### CURRENT CHALLENGES

- Many residents have to travel outside Brampton for health care.
- Long waiting lists for personal care and home support services.
- The city lacks sufficient hospitals and urgent care clinics.
- There are insufficient home care or residential care facilities.
- Supports to assist with the cost of health care (e.g. dental, medications, hearing) are not easy to find and not generally accessible.

## 4- ACTION PLAN

The Plan will need the interest, effort and participation of individuals, businesses, community organizations, all levels of government, and institutions such as Sheridan College, to make the vision a reality. The recommended actions for implementation focus on the issues that were identified as the highest priorities during the community engagement process, as well as those items that can be directly implemented or supported by the City of Brampton. The actions are organized according to the WHO's eight community dimensions.

Accountability for the Plan lies with the City of Brampton's Planning and Development Services department, but the successful implementation of the Plan will require buy-in and action by all City departments and a wide range of Regional and community partners.

The City of Brampton Age-Friendly Advisory Committee has been instrumental in the development of this Plan. The City intends to maintain the Committee's momentum to continue working towards a more age-friendly Brampton, and to expand its membership. A component of the Committee's next steps, as well as a key outcome of this Plan, is the establishment of a Youth Committee/Council. This group will address key issues amongst youth groups and will collaborate closely with the Age-Friendly Advisory Committee.

The implementation of this Plan provides a framework to guide future, more detailed decision-making and planning within the City government and its interested partners. The Plan is intended to inform other municipal plans, policies, and decisions from an early stage (see Figure 4).



In the tables that follow, the Action Plan identifies several implementation details for each Recommended Action:

- **Timing/Priority:** when the action should take place;\*
- **Action Lead:** who will be responsible for taking the action;
- **Potential Partners:** who the Action Lead should work with; and
- **Performance Indicator:** how the Action Lead and Partners will know they have succeeded.

\* “Short to Long Term” implies that the action would be implemented on an ongoing basis, as a best practice.

The Plan also identifies the timing of implementation:

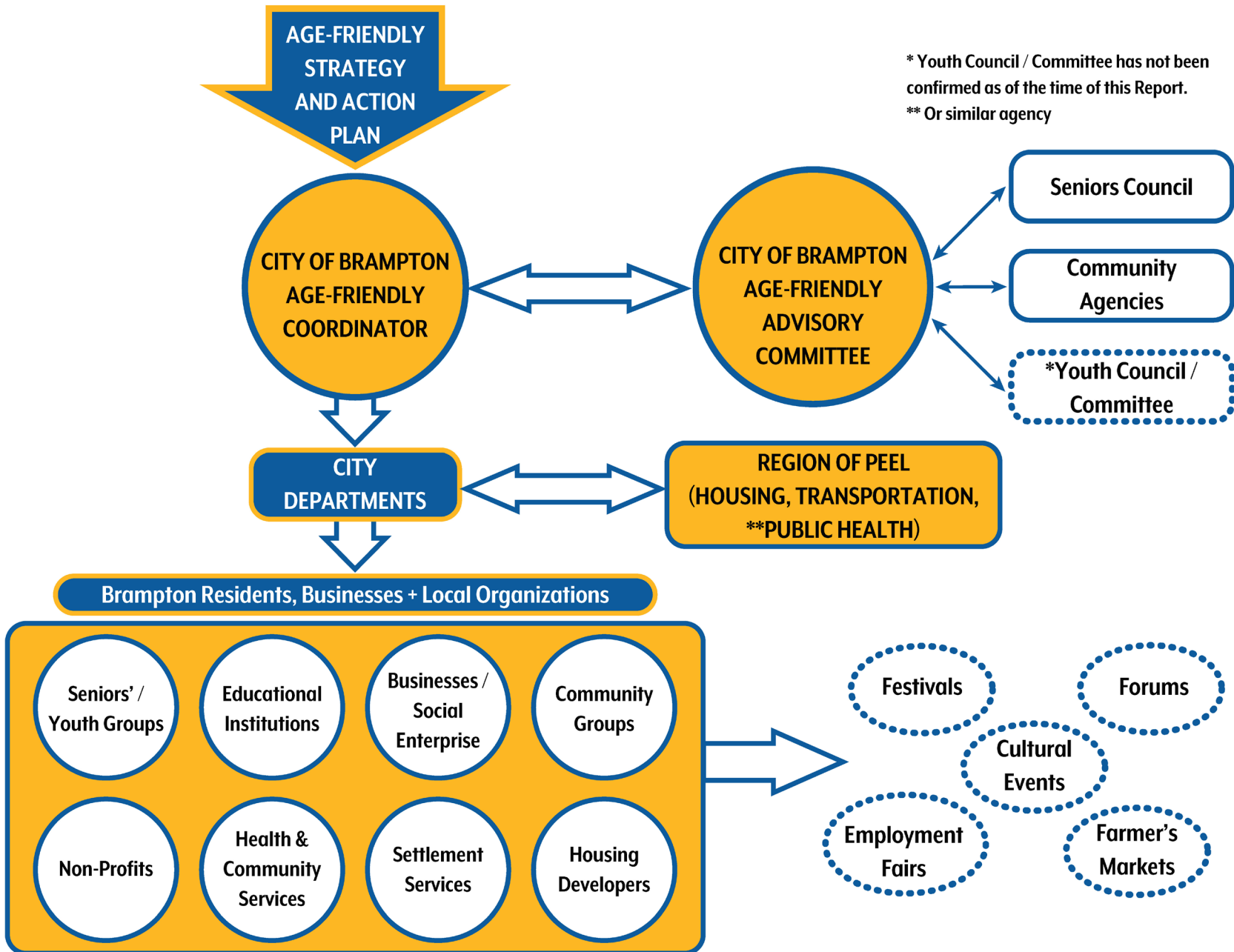
- 1-2 years for short-term actions
- 3-5 years for medium-term actions
- 5+ years for long-term actions

It is recommended that the City undertake an annual progress review and prepare a Report Card (an example is provided in Figure 5, in Section 5 of this Plan). The Report Card should be provided to Council and will act as a “reality check,” allowing the community to see which actions have been taken, which goals have been achieved, and whether there should be any changes to this Plan, in light of community priorities and available funding opportunities.





Figure 4: Implementing the Age-Friendly Strategy and Action Plan



\* Youth Council / Committee has not been confirmed as of the time of this Report.  
 \*\* Or similar agency



It is recognized that provincial ministries or bodies (e.g. agencies, boards, organizations) may change names from time to time. Where reference is made to a Ministry or other body, it is understood that it is the ministry or body as it is known at the time of reading this Plan that is being referenced.



Table 2: Implementation

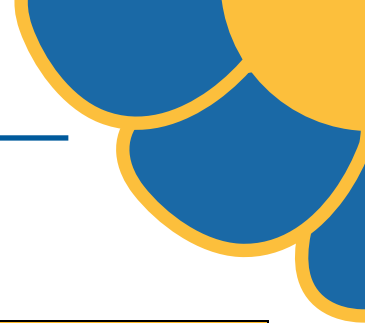
## OUTDOOR SPACES AND BUILDINGS

Action Item	Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
<p><b>1.1</b></p> <p>Seek opportunities to provide more outdoor seating at transit stops and on streets, particularly on Queen Street, Main Street, Rosepac Avenue; in parks and along trails: behind Shoppers World, Norton Place Park, White Spruce Park, Kiwanis Park, along the Etobicoke Creek Trail (especially between Bovaird Drive and south of Vodden Street), north of Williams Parkway and on Centre Street, Terry Fox School, Sacred Heart and Lagerquist ball diamonds, Loafers Lake Park, Donald M Gordon Chinguacousy Park; and along Highway 10.</p>	<p>Short Term to Medium Term</p>	<p>City of Brampton (Parks Planning and Development, Transportation Planning and Brampton Transit, Policy Planning, Urban Design)</p>	<p>Age-Friendly Advisory Committee</p>	<p>Number of new benches installed.</p> <p>Number of rest places (i.e. doesn't need to be a "bench") and distance between rest places.</p> <p>Environmental Audit Tool – assesses neighbourhood walkability and community safety. Example: <a href="https://depts.washington.edu/hprc/resources/products-tools/healthy-aging-research-network-archives/">https://depts.washington.edu/hprc/resources/products-tools/healthy-aging-research-network-archives/</a></p> <p>Successful implementation of Brampton's neighbourhood audit tool (being developed by the 2040 Vision) or Peel's Public Health neighbourhood assessment tool.</p>
<p><b>1.2</b></p> <p>Develop a Bench/Outdoor Seating Area Dedication Program to increase the number of benches and/or outdoor seating areas in City-owned facilities, City-owned parks, trails and sidewalks. Explore funding opportunities for implementation.</p> <p>A memorial bench program is offered through the Brampton Cemetery and more information is available at <a href="http://www.brampton.ca/EN/residents/Cemeteries/Pages/welcome.aspx">http://www.brampton.ca/EN/residents/Cemeteries/Pages/welcome.aspx</a></p>	<p>Medium Term</p>	<p>City of Brampton (Economic Development, Parks Planning and Development, Transportation Planning and Brampton Transit)</p>	<p>Residents, charitable/service organizations, cultural groups, businesses, Brampton Board of Trade</p>	<p>Number of new benches installed.</p> <p>Number of rest places (i.e. doesn't need to be a "bench") and distance between rest places (e.g. planter boxes / landscape furniture).</p>



## OUTDOOR SPACES AND BUILDINGS

	Action Item	Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
1.3	Update and Implement Brampton's Community Design Guidelines to ensure seating place and shade structures locations and number are considered in development applications, parks and open space plans, and streetscape plans.	Short Term to Long Term	City of Brampton, (Parks Planning and Development, Policy Planning, Urban Design, Public Works)	Parks Review Committee, City Parks Maintenance Group	Ratio of number of public requests for new shade structures to number of approved shade structures.  <a href="http://www.brampton.ca/EN/Business/planning-development/Pages/Shade-Structures.aspx">http://www.brampton.ca/EN/Business/planning-development/Pages/Shade-Structures.aspx</a>
1.4	Consider colour contrast on outdoor infrastructure, such as trash bins within City's Community Design Guidelines.	Short Term to Long Term	City of Brampton, (Parks Planning and Development, Policy Planning, Urban Design, Public Works)	Parks Review Committee, City Parks Maintenance Group, Accessibility Coordinator	Number of coloured trash bins.
1.5	Support businesses that wish to retrofit buildings to provide accessibility features and accessible public washrooms through funding assistance. This funding assistance could be provided by informing and marketing the City's Central Area Community Improvement Plan (CIP, 2010) and the existing opportunity under the Downtown Brampton Building Improvement Program. Consideration could also be given to expand/or develop a new CIP Project Area to other parts of the City.	Short Term	City of Brampton, Local Businesses	Economic Development, Accessibility, faith-based communities	Number of approved CIP applications.  Value of CIP grants given.  Number of new accessible washrooms provided.



## OUTDOOR SPACES AND BUILDINGS

Action Item		Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
<b>1.6</b>	Explore opportunities for additional public washrooms at City-owned buildings, City-owned Parks, particularly the community garden in McMurchy Park in the Loafer's Lake Area, Gage Park, Etobicoke Trail, Tennis Court at Queen St and Center St (SW), and at transit terminals.	Short Term to Medium Term	City of Brampton (Parks Planning and Development, Transportation Planning and Brampton Transit)	Public Works, Security Services	<p>City to develop an online request form for public washrooms (similar to the shade structure request website).</p> <p>Number of new washrooms installed by the City.</p> <p>Use of a mobile app for washroom locations.</p>
<b>1.7</b>	Review maintenance practices/schedule to improve the year-round maintenance of parks, refuse areas, trails and sidewalks.	Short Term	City of Brampton (Public Works, Road Operations)	Volunteer groups, schools (e.g. Earth Day)	<p>Reduction in number of complaints and injury reports.</p> <p>Tool: Age-Friendly Winter Walkability and Pedestrian Safety Audit. Example: <a href="https://coaottawa.ca/snowmoles/">https://coaottawa.ca/snowmoles/</a></p>

## TRANSPORTATION

Action Item		Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
2.1	Improve local Brampton transit system in terms of routes and frequency (e.g. locations where Seniors frequent).	Short Term to Medium Term	City of Brampton (Brampton Transit)	GO Transit, MiWay, York Region Transit	Increase in number of service hours.
2.2	Improve information and communication regarding the transit system and transit delays.	Medium Term	City of Brampton (Brampton Transit)		Number and frequency of communication methods used to provide information on the transit system.
2.3	Explore fare options that may improve transit affordability to seniors and students.	Short Term	City of Brampton (Brampton Transit)	Region of Peel	Increase in number of trips taken by seniors and students.
2.4	Explore the feasibility of a community ride-share bulletin board and/or website.	Short Term	City of Brampton (Transportation Planning)	Region of Peel, Ridership Companies, Transportation Network Companies	Number of visits on a new Ride-Share page; Kijiji; survey of park n'ride locations.  Number of ride share spaces.
2.5	Improve door to door services (ie. drop off and pick up) for seniors and persons with disabilities.	Medium Term	TransHelp	TransHelp, Region of Peel, CANES Community Care agency	Number of trips provided by TransHelp.  Number of cross-boundary trips from Peel Region to Toronto and surrounding municipalities for Peel residents and CANES clients through the Ontario Community Transportation Pilot Program funding.



## TRANSPORTATION

Action Item		Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
2.6	Increase the number of transit stops within 300 metres (5 minutes) walking distance of residential areas.	Medium Term	City of Brampton (Brampton Transit, Urban Design)	Transportation Planning	<p>Number of additional transit stops within 300 m (5 minutes walking) in existing neighbourhoods.</p> <p>Number of new transit stops in new site plan developments and subdivisions.</p> <p>Further discussion to be held amongst City departments regarding bus shelter standards (e.g. location, distance).</p>
2.7	Review maintenance practices/schedule to improve the year-round maintenance of transit stations, bus shelters, and sidewalks.	Short Term	City of Brampton, (Brampton Transit, Public Works)	Volunteer groups, schools (e.g. Earth Day)	<p>Reduction in number of complaints and injury reports.</p> <p>Example Tool: Age-Friendly Winter Walkability and Pedestrian Safety Audit. Example: <a href="https://coaottawa.ca/snowmoles/">https://coaottawa.ca/snowmoles/</a></p>
2.8	Implementation of Active Transportation Master Plan - make streets easier and safer for walking/cycling.	Short Term to Long Term	City of Brampton (Transportation Planning)	Public Works, Urban Design, Parks Planning, Brampton Transit, Development Review, Region of Peel	<p>Policies and guidelines to be incorporated into City's Complete Streets Study, which is underway at the time that this Strategy was prepared.</p> <p>Increased enforcement on traffic/pedestrian safety crossings.</p> <p>Number of new sidewalks installed, cycle tracks, cycling routes and transit routes.</p>
2.9	Complete Streets Guidelines - a complete, City-wide approach to addressing streetscape design. This should be done with an Age-Friendly lens.	Short Term	City of Brampton (Transportation Planning, Urban Design)	Region of Peel	<p>Number of kilometres redesigned in accordance with the Guidelines.</p>

## TRANSPORTATION - RESOURCES/EXAMPLES

☰

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### Brampton gives seniors big discount on transit, hopes to make it free as early as 2020

By Graeme Frisque Brampton Guardian  
Thu., April 4, 2019

f t e ...

Brampton council is giving seniors a significant break on monthly transit fares in its 2019 budget, with hopes of making the service free for the city's elder residents as early as 2020.

At its regular meeting on March 27, council voted in favour of reducing the cost of a monthly Presto pass for seniors from \$52 to \$15 — a 71 per cent discount.



Brampton council approved a big discount for senior riders on Brampton Transit in the 2019 budget. (RICK MADONIK / TORONTO STAR FILE PHOTO)

Toronto Star - April 4, 2019

*Brampton gives seniors big discount on transit, hopes to make it free as early as 2020*

<https://www.thestar.com/news/gta/2019/04/04/brampton-gives-seniors-big-discount-on-transit-hopes-to-make-it-free-as-early-as-2020.html>



## TRANSPORTATION - RESOURCES/EXAMPLES

SAFE STREETS FOR SENIORS, New York City Department of Transportation (2009)  
<https://www1.nyc.gov/html/dot/html/pedestrians/safeseniors.shtml>



Sidewalk extension: shortens crossing distance, slows turning cars



Pedestrian safety islands: shortens crossings on wide streets, provide safer crossings



## TRANSPORTATION - RESOURCES/EXAMPLES

Lanark County's website - 3 methods for community ride-share options

<http://www.lanarkcounty.ca/Page2398.aspx>



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Transportation**

### **Ride Sharing/Park N Ride**

There are various ride sharing programs.

### **Community Ride Share Connection - Facebook Group**

<http://www.kijiji.ca/b-rideshare-carpool/ottawa/kanata/k0c511700185>

### **Park N Ride Lot Locations**

There are existing park and ride lots located at:

- County Road 17 (Cemetery Side Road)
- County Road 15 at highway 7
- County Road 10 (Richmond Road) at Highway 15
- County Road 1 (Rideau Ferry Road) and County Road 21 (Elmgrove Road)

These lots are used primarily on weekdays for people commuting to work but also on weekends for people who park and then enjoy the recreational facilities in the County. Commuters also use informal locations throughout the County for parking. During the focus groups sessions and in the web based questionnaire, people identified many locations where they believed park and ride lots would be helpful. Identified locations were frequently close to population centres such as Almonte, Carleton Place, Perth and Smiths Falls as well as villages and hamlets. Preferred locations were near major intersections. Suggestions were to park in existing parking spaces which are not generally used during the workday time period such as at arenas, community centres, halls and churches, in order to make better use of existing infrastructure.



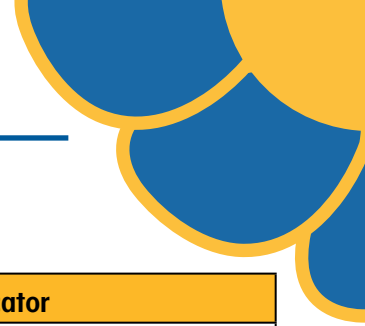
## HOUSING

Action Item		Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
3.1	Create affordable home modifications to improve accessibility.	Short Term to Long Term	Region of Peel (Region of Peel is the Housing Service Manager for Brampton)	CMHC (funding for retrofits, Region would provide funds)	Reductions of persons/families in Brampton on the centralized waitlist. Number of units updated through retrofits.
3.2	Provide more diverse housing options and sizes throughout the City.	Short Term to Long Term	City of Brampton (Policy Planning)	Region of Peel, Ministry of Health and Long-Term Care, Ministry of Municipal Affairs and Housing, builders, housing providers (Region of Peel as the Service Manager), other levels of government, Urban Design	Potential for Inclusionary Zoning Policies in the City's Official Plan Review/Housing Strategy. If policies are approved and adopted, monitor number of development applications for units. Monitor number of building permits and registrations for second units. Development of new hospices in the city. City to review opportunities for land (e.g. City-owned surplus lands and surface parking lots) acquisition/purchase to increase opportunities for affordable housing. City to review/amend existing Community Improvement Plan, 2010 (CIP), or develop a new CIP to include incentives for affordable housing developments. Implementation of the recommendations of the "Housing Brampton: Seniors Housing Study - City Wide," (2018). Consider policies for complete communities in City's Urban Design Guidelines.
3.3	Increase supply of affordable housing.	Short Term to Long Term	Region of Peel	City of Brampton, builders, housing providers, other levels of government	Achievement of Brampton's affordable housing targets.

## HOUSING

Action Item		Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
3.4	Encourage housing to be located near amenities to avoid social isolation and loss of independence.	Short Term to Medium Term	City of Brampton	Region of Peel, other levels of government and other community agencies, service providers, Urban Design	<p>Include policies for complete communities that support live-work-play mix of uses in City's OP Review and Urban Design Guidelines.</p> <p>Implementation of the recommendations of the "Housing Brampton: Seniors Housing Study - City Wide," (2018). Department of Community Hubs (Ontario).</p>
3.5	Increase funding sources for affordable housing.	Short Term to Medium Term	City of Brampton, Region of Peel	Builders, housing providers, other levels of government	City to work with the Region on advocacy efforts for funding opportunities for affordable housing from the Federal government (e.g. CMHC, FCM and BILD) to secure funding.
3.6	Develop Age-Friendly Official Plan policies.	Short Term	City of Brampton (Policy Planning)	Accessibility Coordinator, Age-Friendly Advisory Committee, Youth Council, residents at large through OP Review public engagement events	<p>Develop a new Age-Friendly Section and objectives in the City's Official Plan to:</p> <ul style="list-style-type: none"> <li>• Introduce the concept of age-friendly communities and that the City must apply an age-friendly lens in planning for its future in conformity with ROPA 27, specifically policies 6.2.2.9, 6.3.2.1, 6.3.2.3, 6.3.2.4 which refer to providing policy direction for area municipalities, such as Brampton.</li> <li>• Recognize demographic changes will result in new priorities and challenges in the areas of affordable housing, accessible transportation, public spaces and infrastructure, recreation, and community health.</li> <li>• Emphasize the City recognizes the importance of adapting its infrastructure and service delivery to meet these challenges, and will support the development of age-friendly communities that promote active aging and a high quality of life among residents at all stages of life.</li> </ul> <p>Develop policies in the City's Official Plan to meet the objectives listed in the new Age-Friendly Section in the OP related to, but not limited to housing, active transportation, Healthy Development Framework, ethnicity, seniors, design guidelines, parks, pre-consultation and community engagement.</p>





## HOUSING

Action Item	Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
3.7 Support the achievement of the 2040 Vision objectives that relate to age-friendly communities, such as the development of community hubs, and a social planning department.	Short Term	City of Brampton (Policy Planning, Emergency Management Office, Recreation)	2040 Vision, external agencies, Community Services	Number of community hubs created. Measure residents' sense of community and belonging through Brampton's Citizen Satisfaction Survey.

## HOUSING - RESOURCES/EXAMPLES

### Second Units

A guide for homeowners in Brampton

#### About Second Units

Second units provide an affordable housing option for many people in Brampton. A second unit is a self-contained residential unit located within a house. It may be in any part of the house, including the basement.

You may also see second units referred to as:

- Basement apartments
- Two-unit dwellings
- Granny flats
- In-law suites

Subject to zoning requirements and restrictions, second units are permitted in detached, semi-detached and townhouse dwellings in Brampton. In order to be legal, second units must be registered with the City of Brampton.

This guide has been created to help Brampton homeowners through the process of building and registering a safe, legal and livable second unit. For more detailed information, visit [www.brampton.ca/secondunits](http://www.brampton.ca/secondunits).

#### Why does my second unit need to be registered?

These policies are intended to make second units safe, legal and livable. Completing the one-time registration process ensures a second unit meets all requirements under the Ontario Building Code or Fire Code, Electrical Safety Authority and local Zoning By-law.

A registration system also helps the City identify the location of second units and provide the unit with its own municipal address. This information is shared with Brampton Fire; in case of emergency, they will know there is a second unit in your house before they even arrive. This can save precious seconds in a life-or-death situation.

City of Brampton - Second Units Brochure

[http://www.brampton.ca/EN/residents/Building-Permits/Documents/Two\\_Unit/Second\\_Units.pdf](http://www.brampton.ca/EN/residents/Building-Permits/Documents/Two_Unit/Second_Units.pdf)



## SOCIAL PARTICIPATION

Action Item		Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
4.1	Explore the feasibility of providing social activities and events with no cost to seniors.	Short Term	City of Brampton (Recreation and Culture Services, Community Grants, Festival and Special Events Office)	Seniors Council and local seniors groups	Number of free recreation program offerings for 1 week in June, which is Seniors Month.  Monitor participation rate.  Development of an application process to monitor requests and participation rate.
4.2	Enhance programming of community centres, libraries and places of worship for social events.	Short Term to Medium Term	City of Brampton (Parks and Recreation Department, Brampton Library, Community Grants, Festival and Special Events Office)	Community associations, cultural groups, places of worship, School Boards	Monitor number of events per facility.  Monitor participation rate.
4.3	Provide events (e.g. musical performances, recreational programming) in parks, including special events like the kite festival across the city, not solely at Gage Park.	Medium Term	City of Brampton (Parks and Recreation Department)	Community associations, cultural groups, Sheridan College	Number of new events held by park location.  Monitor participation rate.
4.4	Improve communication and provide information in various languages for newcomers so that they are made aware of social events.	Short Term	City of Brampton (Strategic Communications, Cultural Services)	Community associations, places of worship, Sheridan College	Monitor participation rate at events.
4.5	Explore the opportunity to join the Third Age Network. <a href="https://thirdagenetwork.ca/">https://thirdagenetwork.ca/</a> Third Age Network is a volunteer led organization representing groups who lead lecture based programs for retirees.	Medium Term	City of Brampton, (Age-Friendly Advisory Committee, Community Grants, Festival and Special Events Office)	Seniors Council, community associations, places of worship	Creation of a Third Age Learning (TAL) organization in the Brampton community.  Number of members.  Number of lectures and participation rate.

## SOCIAL PARTICIPATION - RESOURCES/EXAMPLES



**Now's  
the time  
to start  
something  
new**

**June is Seniors' Month in Ontario**

**Find programs and services in your community  
[ontario.ca/AgingWell](http://ontario.ca/AgingWell)**

Celebrating Seniors' Month Poster  
-AdvantAge Ontario, 2018

[https://www.advantageontario.ca/AO/Content/Lead\\_Stories/May-23-18.aspx](https://www.advantageontario.ca/AO/Content/Lead_Stories/May-23-18.aspx)



## RESPECT & SOCIAL INCLUSION

	Action Item	Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.1	Explore opportunities for intergenerational activities from different cultural backgrounds to impart knowledge and experience, including visiting programs, buddy programs and reading programs, skills programs, between local schools, seniors residences, and cultural organizations. These opportunities could include programmed events in parks throughout the City and in other public spaces.	Short Term to Medium Term	City of Brampton (all departments, Community Grants, Festival and Special Events Office)	School boards, Sheridan College, Youth Council, Seniors Council, PEAPN, community agencies, places of worship, retirement homes, housing providers or co-op housing facilities as potential partners	<p>Number of intergenerational events implemented. Monitor participation rate.</p> <p>Number of winter programmed events. Monitor participation rate.</p> <p>See action items in the Communication and Information Action Item Table.</p>
5.2	City to adopt a “Co-design” approach which helps stakeholders and end users get involved in the design process as partners. Design with and for people.	Short Term	City of Brampton (all departments, Community Grants, Festival and Special Events Office)	Nordic Solutions, Urban Land Institute, Sheridan College	<p>Number of City projects that implemented this approach.</p> <p>Monitor success of approach and participation feedback and design results.</p>
5.3	Develop programs and services to integrate seniors from different cultural backgrounds.	Short Term to Long Term	City of Brampton (all departments, Community Grants, Festival and Special Events Office)	Community agencies, places of worship, retirement homes, housing providers or co-op housing facilities as potential partners	See action items in the Communication and Information Action Table.

## RESPECT & SOCIAL INCLUSION

Action Item		Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.4	Engage the community early in the planning and preparation of City-led studies, including land development projects.	Short Term to Long Term	City of Brampton (Planning and Development, Transportation, Brampton Transit, and other departments)	Region of Peel (housing, transportation, planning and public health)	City to amend Official Plan policies to ensure that pre-application consultation meetings include the requirement for representatives from the Youth Council/Committee, Seniors Council, Age-Friendly Advisory Committee, and community associations.
5.5	Identify community ambassadors to combat social isolation.	Medium Term	CARP	Region of Peel, Ministry of Seniors and Accessibility, Sheridan College, PEAPN	Identify potential partners and number of community ambassadors.  Monitor requests for community ambassadors and participation rate.
5.6	Educate and promote public awareness of vehicular driving behaviour and with pedestrians and cyclists.	Short Term	City of Brampton (Brampton Transit, Public Works, Strategic Communications)	Region of Peel, Peel Police, Brampton Fire	Develop a Driver Behaviour Campaign.  Number of traffic enforcement tickets.

## RESPECT & SOCIAL INCLUSION - RESOURCES/EXAMPLES

*The New York Times*

### *U.K. Appoints a Minister for Loneliness*



Tracey Crouch, left, Britain's under secretary for sport and civil society, is to coordinate the government's response to loneliness. Stephen Pond/Getty Images for Sport England

U.K. Appoints a Minister for Loneliness  
New York Times, January 17, 2018

<https://www.nytimes.com/2018/01/17/world/europe/uk-britain-loneliness.html>

By Ceylan Yeginsu

Jan. 17, 2018



LONDON — Since Britain voted to leave the European Union more than a year ago, Europeans have mockingly said that the decision will result in an isolated, lonely island nation.

But Britain, in fact, already has a serious problem with loneliness, research has found. More than nine million people in the country often or always feel lonely, according to [a 2017 report](#) published by the Jo



## COMMUNICATION & INFORMATION

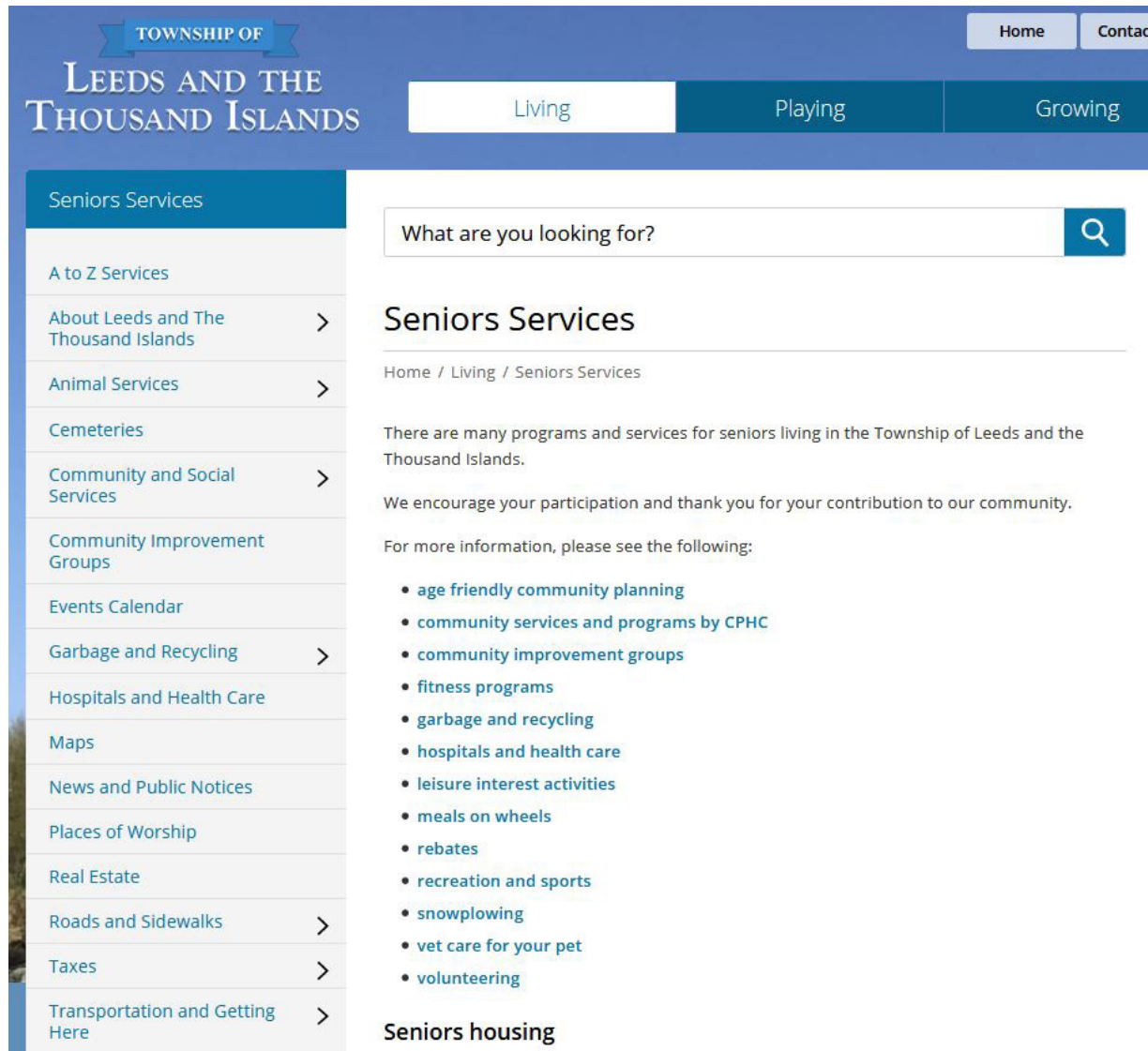
Action Item		Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
6.1	Improve information on the City's website with easy to find tabs.	Short Term	City of Brampton (Information Technology)	External website company	Development of 4 new Tabs under 'Residents' or on the side bar to read 'Youth Services', 'Family Services', 'Seniors Services', 'Newcomers Services'.  Monitor website traffic under each new Tab created.
6.2	Increase access and ability to navigate the City's website.	Short Term	City of Brampton (Information Technology)	Age-Friendly Advisory Committee, Sheridan College	Develop an online tutorial with voice override in different languages.  Monitor number of visits from City's website to external agencies websites.
6.3	Provide information in easily accessible fonts (i.e. no italics), large printed materials, in various languages and integrate visuals.	Short Term	City of Brampton (City Clerk's Office)	All City Departments, Sheridan College	Development of a City Accessibility Standards Guide for documents, signage both hard copy and digital.  Monitor locations of print information (e.g. transit hubs, Shoppers World, Bramalea), and duration of notification.
6.4	Develop and distribute a fridge magnet listing key emergency phone numbers in large print (e.g. City, 211, 911). Phone numbers for health services and what each provide should be included (e.g. Telehealth, Civic Hospital, William Osler Health System).	Medium Term	Age-Friendly Advisory Committee	Communications Department, Region of Peel, PEAPN, Central West LHIN or similar agency, William Osler Health System	Number of enquiries.

## COMMUNICATION & INFORMATION

	Action Item	Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
6.5	Improve communication messages and how information is provided for meetings, events, general information for example, for all ages (includes phone and in-person interactions).	Short Term	City of Brampton (All departments)	Brampton School Boards, Education institutions including parent councils, Mayor and Council offices, Central West LHIN or similar agency, Region of Peel, all external organizations	<p>Ensure all City projects have a communication plan that seeks to engage people of all backgrounds/ages/abilities and identifies methods (e.g. ethnic papers, Brampton Guardian, mailouts, schools announcements, school emails, Sheridan Insider, pop up spaces, short video advertisements) of communicating meetings, events, general information and frequency of communication. The communications plan should set out a strategy for commonly used terms that are easily understood.</p> <p>Development of a Social Media Strategy that engages people of all backgrounds/ages/abilities and identifies methods.</p>
6.6	Increase the number of computers and Wi-Fi options at local libraries to provide accessibility to the Internet and promote computer literacy.	Medium Term	Brampton Library	Private Sector Investors, Age-Friendly Advisory Committee, Youth Council	<p>Monitor the number of additional numbers in libraries and library location.</p> <p>Monitor participation rate and time of day.</p>



## COMMUNICATION & INFORMATION - RESOURCES/EXAMPLES



The screenshot shows the website for the Township of Leeds and the Thousand Islands. The header includes the township name and navigation links for Home and Contact. Below the header are tabs for Living, Playing, and Growing. A search bar is present with the text "What are you looking for?". The main content area is titled "Seniors Services" and includes a breadcrumb trail: Home / Living / Seniors Services. The text describes various programs and services for seniors and encourages community participation. A list of links for more information is provided, including age friendly community planning, community services and programs by CPHC, community improvement groups, fitness programs, garbage and recycling, hospitals and health care, leisure interest activities, meals on wheels, rebates, recreation and sports, snowplowing, vet care for your pet, and volunteering. A link for "Seniors housing" is also visible.

Township of Leeds and the Thousand Islands  
Senior Services website

[http://www.leeds1000islands.ca/en/living/Seniors-Services.aspx?\\_mid\\_=103744](http://www.leeds1000islands.ca/en/living/Seniors-Services.aspx?_mid_=103744)



## CIVIC PARTICIPATION & EMPLOYMENT

	Action Item	Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
7.1	Create an age positive culture by equipping managers with knowledge and skills to manage age-friendly practices; ensure an open and supportive framework including the management of health at work through employee access to health services.	Medium Term	City of Brampton, Government agencies, businesses, all employers	Board of Trade, Economic Development, Ministry of Labour, Ministry of Seniors and Accessibility, CARP, Volunteer MBC	<p>Monitor and distribute workforce data by age.</p> <p>Number of networking opportunities among staff of all ages and monitor participation rate.</p> <p>Review employee health and benefits packages and policies on an annual basis to ensure they meet employees needs through an implementation of an employer health survey.</p>
7.2	Ensure career development at all ages to ensure that development, training and progression is available equally to all ages. Provide career guidance at mid-life and beyond, including retirement plans.	Medium Term	City of Brampton, Government agencies, businesses, all employers	Board of Trade, Economic Development, Ministry of Labour, Ministry of Seniors and Accessibility, CARP	<p>Monitor and distribute workforce data by age.</p> <p>Development of a City Staff Mentorship Program.</p>
7.3	Connect residents looking for full or part-time employment and/or volunteer opportunities through social media to employers and to each other.	Short Term to Medium Term	City of Brampton, Government agencies, businesses, all employers	Board of Trade, Economic Development, Ministry of Labour, Ministry of Seniors and Accessibility, CARP, Volunteer MBC	<p>Development of an Employment/Volunteer Social Media Strategy that identifies methods (e.g. City Matters email blasts, Instagram, Facebook) for connecting opportunities.</p> <p>Development of a City Youth Employment Strategy.</p>
7.4	Coordinate and implement Employment Fairs for youth, adults, and seniors. Fairs could be sector-specific (e.g. IT, Trades, food, health-care).	Short Term	City of Brampton, Government agencies, businesses, all employers	Youth Council, Seniors Council, Age-Friendly Advisory Committee, Board of Trade, Economic Development, business, Institutions (health care and educational), service organizations, Volunteer MBC	<p>Monitor number of annual Employment Fairs.</p> <p>Number of full time jobs created.</p> <p>Number of part-time jobs created.</p> <p>Annual employment rate.</p> <p>Number of volunteer positions created and filled.</p>



## CIVIC PARTICIPATION & EMPLOYMENT

Action Item		Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
<b>7.5</b>	Hire age-positively by conducting an “Age-Positive” Recruitment Campaign.	Short Term to Medium Term	City of Brampton (Human Resources)	Board of Trade, Sheridan College or other educational institutions (e.g. Sheridan’s career booth at Forum)	Monitor number of re-entry programmes.
<b>7.6</b>	Create a central Directory of information regarding employment and volunteer opportunities within the City.	Short Term to Medium Term	City of Brampton (Economic Development Office)	Board of Trade, Volunteer MBC	Number of employment inquiries resulting from the Directory.  Number of volunteer inquiries resulting from the Directory.
<b>7.7</b>	Value entrepreneurs by supporting the advancement of the social enterprise sector.	Short Term	City of Brampton (Economic Development Office)	Economic Development, Board of Trade, Volunteer MBC	Number of new social enterprises created.  Number of additional jobs created by existing social enterprises.
<b>7.8</b>	Recognize the value of volunteer work and build public awareness about the benefits of being active in the community.	Short Term to Long Term	City of Brampton, Citizen Awards Team, Ministry of Seniors and Accessibility	Any employer, Volunteer MBC	Maintain the existing Brampton Citizens Awards and increase the number of award recipients in the following categories: Long Term Service Award; Senior of the Year Award; and Volunteer of the Year Award. While the existing “Volunteer of the Year Award” is for a citizen and a youth, a recommendation is to create a separate “Youth Volunteer of the Year Award” as its own category.  Number of applications submitted for awards: both local and the Ministry of Seniors and Accessibility Seniors Award.

## CIVIC PARTICIPATION & EMPLOYMENT

Action Item	Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
7.9 Review Official Plan policy to ensure that live-work opportunities are permitted broadly across the City.	Short Term to Medium Term	City of Brampton (Policy Planning)	Region of Peel, Volunteer MBC	City to review employment projections and employment land analysis, and the opportunities for integrating employment and residential policies in its Official Plan Review and implementing Zoning By-law.
7.10 Develop and market an Age-Friendly Employer designation to recognize employers that accommodate youth job creation and older employees through flexible work arrangements, job sharing, physical accommodations and other features of a supportive work environment.	Medium Term	Board of Trade	City of Brampton, local businesses and external agencies, institutions, Volunteer MBC	Number of Employers recognized.

## CIVIC PARTICIPATION & EMPLOYMENT - RESOURCES/EXAMPLES

### City of Brampton | Welcome!

<https://www.brampton.ca/>

Welcome to the City of Brampton. ... UPDATED: Significant Weather Event declared over for the City of Brampton. Mar 01,2019 ...

Results from brampton.ca



#### Working at the City

We're building change in Brampton. The urban centre we ...

#### Recreation Home

Gymnastics - Register for Programs - Programs & Activities

#### Tourism Brampton

Tourism Header.jpg. Brampton Visitor Guide Download the ...

#### Contact Us

2019 City of Brampton Terms of Use Policy Contact Us Call 311.

#### Parking

A number of convenient, safe and accessible parking options are ...

#### Tickets and Fines

You can pay City of Brampton parking tickets and most other ...



The City of Brampton is proud to offer a recognition program for outstanding citizens in the following categories:

- The **Sports Achievement Award** recognizes Brampton residents whose achievement level.
- The **Arts Acclaim Award** recognizes individuals whose contribution has had a level of International acclaim.
- The **Long Term Service Award** recognizes dedicated volunteers whose effort of recreational sports, the arts and community social services.

Brampton Website - Citizens Awards

<http://www.brampton.ca/EN/Arts-Culture-Tourism/Festivals-and-Events/Citizens-Awards/Pages/Welcome.aspx>

Google internet search for "Brampton Website"



## COMMUNITY SUPPORT & HEALTH SERVICES

Action Item		Timing/Priority	Action Lead	Potential Partner(s)	Performance Indicator
8.1	Work with other municipalities and the provincial government to explore travel grant and support programs.	Short Term to Medium Term	Central West Local Health Integration Network or a similar agency	Region of Peel, Transhelp, Mississauga Transit and other adjacent transit operators (York's YRT, Milton if they have transit service), Metrolinx (future partner)	Region, City and transit operations to develop a resident education campaign about available services and programs.
8.2	Work with local health agencies to identify health care system gaps and the hiring of medical professionals and specialists to provide quality care to Brampton residents.	Short Term to Long Term	CARP, Central West Local Health Integration Network or a similar agency	William Osler Health System, Province of Ontario	Number of grant requests. Number of grants approved.
8.3	Encourage the development of residential care facilities that appeal to local needs and cultures (ie. respite care facilities, hospices).	Short Term to Long Term	CARP, Central West Local Health Integration Network or a similar agency	CARP, William Osler Health System, Peel Public Health or similar agency	
8.4	Advocate for funding to support more affordable home care including personal support workers, affordable devices (e.g. hearing aids, mobile devices, medications, dental).	Medium Term	Central West Local Health Integration Network or a similar agency	Region of Peel, Canadian National Institute for the Blind, medical practitioners, Brampton Civic Hospital, William Osler Health System	Number of new programs, new jobs, service hours funded. Decrease in the number of persons on waiting lists for personal care and home support services.
8.5	Improve communication methods to promote awareness of age-friendly services, programs and information offered through a variety of communication methods.	Short Term	City of Brampton (Policy Planning)	Central West Local Health Integration Network or a similar agency, Region of Peel, Sheridan College, PEAPN, community agencies, places of worship, Mayor and Councillor offices e-newsletters, 311 and 211, Ontario Health Teams	Number of visits from the City's website. Number of applications submitted and approved for the Brampton's Snow Removal Financial Assistance for Seniors and Physically Challenged Citizens. <a href="http://www.brampton.ca/EN/residents/Roads/snow-removal/Documents/Snow-Removal-Financial-Assistance-Application.pdf">http://www.brampton.ca/EN/residents/Roads/snow-removal/Documents/Snow-Removal-Financial-Assistance-Application.pdf</a>

## COMMUNITY SUPPORT & HEALTH SERVICES - RESOURCES/EXAMPLES



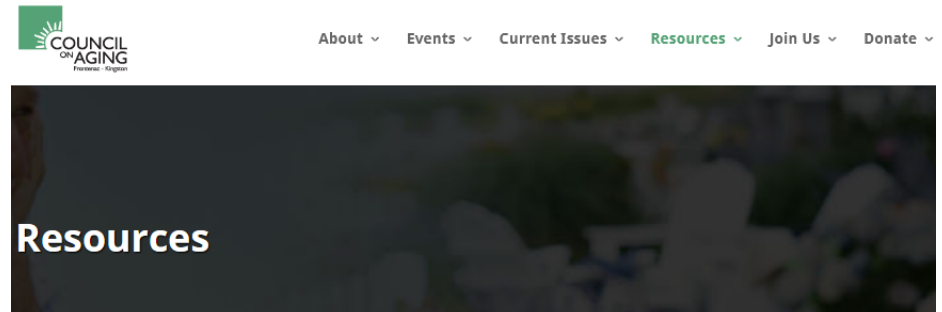
**AGEING WELL WATERLOO**

Age-Friendly Waterloo THE CITY OF Waterloo

*A comprehensive directory of services, programs, and amenities for older adults.*

City of Waterloo - Aging Well Waterloo

<https://www.waterloo.ca/en/government/resources/Documents/Cityadministration/Aging-well-Waterloo-directory.pdf>



### Community Resources

With the help of students from Queen's University, the Frontenac-Kingston Council On Aging Inc. has created a series of large-print, senior-friendly topical guides. These guides contain information that is both relevant and important to seniors in our community.

**A Senior's Guide to Navigating The Health Care System** - Created in association with Queen's University School of Rehabilitation Therapy. The purpose of this comprehensive guide is to prepare you or an older family member for a hospital stay and the return home. In addition to covering planned or emergency hospital visits, *A Senior's Guide* covers what to expect in the hospital, how to prepare for your stay, discharge procedures, and offers a comprehensive contact list of health care support services and service providers.

Cost: \$10 (plus postage, if applicable)

**A Senior's Guide to Navigating Powers of Attorney and Joint Ownership** - Created in association with Queen's University School of Law, Elder Law Clinic. This guide provides information about the laws around Powers of Attorney and Joint Ownership. It is designed to provide the information that seniors need to make an informed decision with respect to making a *Power of Attorney for Personal Care* and a *Power of Attorney for Property*.

**Note: This guide is not a substitute for legal advice, but provides information on the law, only.**

Cost: \$10 (plus postage, if applicable)



Frontenac-Kingston Council On Aging Inc.

<http://councilonagingkingston.org/resources/>

### Contact Us

Name

Email

Phone

Message

# COMMUNITY SUPPORT & HEALTH SERVICES - RESOURCES/EXAMPLES

## Application for Snow Removal Financial Assistance for Seniors and Physically Challenged Citizens



2018/2019 Winter Season (November to April)

**NOTE: MEDICAL PROOF NOT REQUIRED IF APPLICANT IS OVER 65 YEARS OF AGE**

### Medical Information

Medical information must be filled out by a Canadian Regulated Health Practitioner.

A licensed physician, chiropractor, nurse practitioner (extended class), physiotherapist or occupational therapist may certify the applicant's condition on this application.

### Eligibility Requirements

To be permanently confined to a wheelchair, restricted to the permanent use of crutches or braces, or otherwise be permanently disabled in such a way as to restrict physical mobility.

### Medical Certification

I hereby certify the applicant has a permanent disabling condition and meets the necessary eligibility requirements as listed above.

Name of Applicant (please print)

Applicant's Address (please print)

Signature of Regulated Health Practitioner

Date

DD	MM	YYYY

Practitioner's Phone No.

--	--	--	--	--	--

Please Print or Stamp  
Name & Address of  
Regulated Health Practitioner

### Additional Comments (optional)

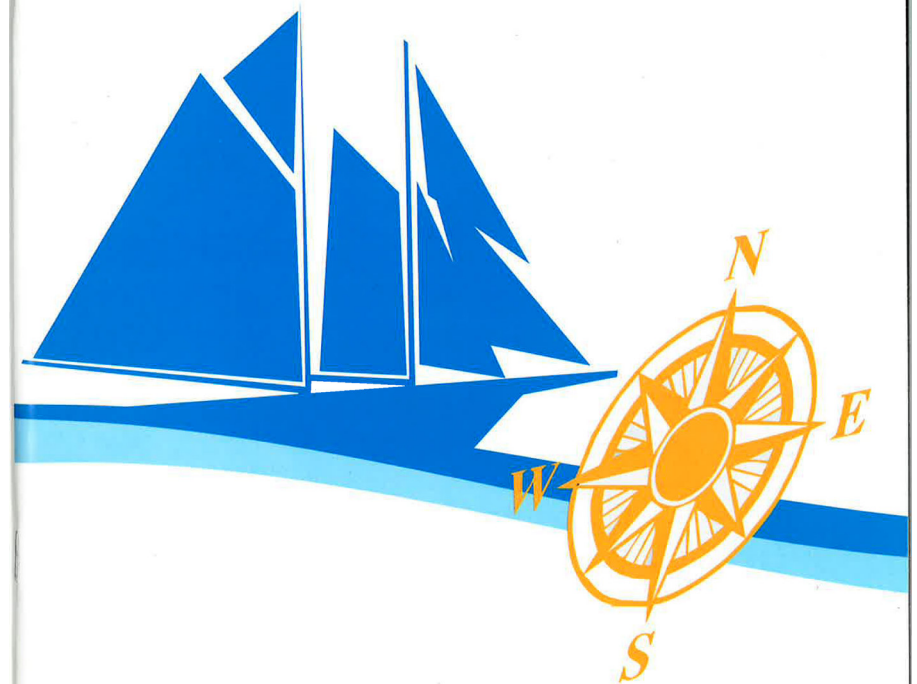
The personal information on this form is collected under authority of Section 8 of the Municipal Act, S.O. 2001, c.25. The information will only be used for the purpose of the administering the Snow Removal Financial Assistance Program. Questions about the collection of personal information should be directed to the Permits Supervisor, Williams Parkway Operations Centre - 1975 Williams Parkway, Brampton ON L6S 6E5 - Telephone: 905.874.2500.

Application for Snow Removal Financial Assistance for Seniors and Physically Challenged Citizens - City of Brampton



## A Senior's Guide to NAVIGATING Community Resources

Part of the Navigator Series - Brought to you by the Frontenac-Kingston Council on Aging Inc.



**Frontenac-Kingston Council on Aging Inc.**  
1786 Bath Road, Kingston, ON K7M 4Y2 • 613-542-1336  
info@councilonagingkingston.org  
www.councilonagingkingston.org

A Senior's Guide to NAVIGATING Community Resources -Frontenac-Kingston Council on Aging (2016)

## COMMUNITY SUPPORT & HEALTH SERVICES - RESOURCES/EXAMPLES

### INTRODUCTION TO THE GUIDE

The purpose of this guide is to enable independence in everyday living by providing information on community supports and services that can be utilized to carry out daily activities and participate with others in the community. By using this guide, you can learn more about what is available to you in the Kingston community and choose services most suited to your current needs.

#### This guide includes:

Information about agencies in Kingston that assist with a variety of activities of daily living, such as housekeeping, meal preparation, transportation, and more.

#### A service directory that includes contact information for services under the categories of:

- Banking Services
- Companionship Care
- Crisis Intervention & Prevention
- Falls Prevention
- Foot Care Services
- Grocery Shopping Services
- Health Information, Doctor Search
- Home Maintenance and Repair
- Housekeeping Services
- Downsizing Services
- Housing
- Meal Delivery Services
- Meal Preparation Services
- Orthotics
- Pharmacy Delivery Services
- Recreation
- Transportation Services

This guide was developed through the Council on Aging Inc. The Council on Aging Inc. is dedicated to supporting seniors in the community by advocating for their needs and educating the public about seniors' issues and healthy aging.

For more information on the Council on Aging Inc.:  
Call 613-542-1336 or visit [www.councilonagingkingston.org](http://www.councilonagingkingston.org)





## 5- PROGRESS REPORTING

This Age-Friendly Strategy and Action Plan is a framework for achieving the future aspirations of the City of Brampton; it does not list every action item contemplated by the community. The document is dynamic and if adjustments to the action items are necessary, the annual Report Card affords the opportunity for updates.

The success of the Plan will depend on a commitment to implement action items over their prescribed time frames. This commitment includes the City, Region of Peel, community and youth groups, and individual residents. The Plan requires a group of champions to keep the Vision in focus and to ensure the goals are top of mind.

The recommended Age-Friendly Strategy and Action Plan Report Card contained herein provides an example of a tool the City could use in its annual reports back to Council, the Region and the community at large. It is also a tool to show progress of delivery and implementation of the action items.



The Report Card uses a colour and shape-coded system as follows:

- Completed
- In progress
- ▲ Behind target

### Monitoring

On an annual basis, the City's Age-Friendly Coordinator will initiate that City staff review each of the action items and score their progress. If there are Action Items that are not being completed according to the Plan, City staff will include in the staff report methods for re-assigning and/or completing the action items to meet the requirements of the Plan. This will include follow-up measures to ensure that action items stay on track. If the reporting process uncovers deficiencies with the Plan implementation, the Coordinator will provide an update to Council to discuss the deficiencies and recommend measures for improvement going forward.

### Quick Wins

Immediate progress on the short term action items will build trust and momentum for the Plan and will act as a catalyst for the championing and implementation of the Plan in the long term.





Figure 5: Example Annual Report Card



## EXAMPLE ANNUAL REPORT CARD

OUTDOOR SPACES AND BUILDINGS				
ACTION ITEM	TERM (S/M/L)	KEY PERFORMANCE INDICATOR	ACTION LEAD / POTENTIAL PARTNER	PROGRESS
1.1 - Seek opportunities to provide more outdoor seating at transit stops and on streets, particularly on Queen Street, Main Street, Rosepac Avenue; in parks and along trails: behind Shoppers World, Norton Place Park, White Spruce Park, Kawanis Park, along the Etobicoke Creek Trail (especially between Bovaird and south of Vodden), North of Williams Park and on Centre, Terry Fox School, Sacred Heart and Lagerquist ball diamonds, Loafers Park, Donald M Gordon Chinguacousy Park; and along Highway 10.	S - M	<p>Number of new benches installed</p> <p>Number of rest places (i.e. doesn't need to be a "bench") and distance between rest places.</p> <p>Environmental Audit Tool – assesses neighbourhood walkability and community safety  <a href="https://depts.washington.edu/hprc/resources/products-tools/healthy-aging-research-network-archives/">https://depts.washington.edu/hprc/resources/products-tools/healthy-aging-research-network-archives/</a></p> <p>Successful implementation of Brampton's neighbourhood audit tool (being developed by the 2040 Vision) or Peel's Public Health neighbourhood assessment tool</p>	AFAC	<p>● <input type="checkbox"/></p> <p>■ <input type="checkbox"/></p> <p>▲ <input type="checkbox"/></p>
1.2 - Develop a Bench/Outdoor Seating Area Dedication Program to increase the number of benches and/or outdoor seating areas in City-owned facilities, City-owned parks, trails and sidewalks. Explore funding opportunities for implementation.	M	<p>Number of new benches installed</p> <p>Number of rest places (i.e. doesn't need to be a "bench") and distance between rest places (eg. planeter boxes / landscape furniture).</p>	LC	<p>● <input type="checkbox"/></p> <p>■ <input type="checkbox"/></p> <p>▲ <input type="checkbox"/></p>

**LEGEND**

S = Short Term (1-2 years)  
 M = Medium Term (3-5 years)  
 L = Long Term (5+ years)

● Completed  
 ■ In progress  
 ▲ Behind target

ROP = Region of Peel  
 PP = Policy Planning  
 PPD = Parks Planning and Development  
 CD = Communications Department  
 PW = Public Works  
 UD = Urban Design

ED = Economic Development  
 TP = Transportation Planning  
 BT = Brampton Transit  
 LC = Local Community  
 AFAC = Age-Friendly Advisory Committee

## 6- NEXT STEPS

Throughout the preparation of the Plan, residents of Brampton were invited to view the city and its potential from an age-friendly perspective. Residents identified a wide range of existing age-friendly assets, but also numerous opportunities for improvement. The Plan responds to these opportunities and sets out a road map for addressing them.

For the vision articulated in this Plan to become a reality, municipal departments, businesses, institutions, community organizations and residents in Brampton must commit to seeing and addressing issues through an age-friendly lens. Working together to implement the actions recommended in this Plan will address the community's main age-friendly priorities and respond to current and future challenges. Everyone in Brampton has a role to play in making the city a great place to live, work, play and learn for people of all abilities, at every stage of life.



Brampton Notification List  
Brampton Strategy

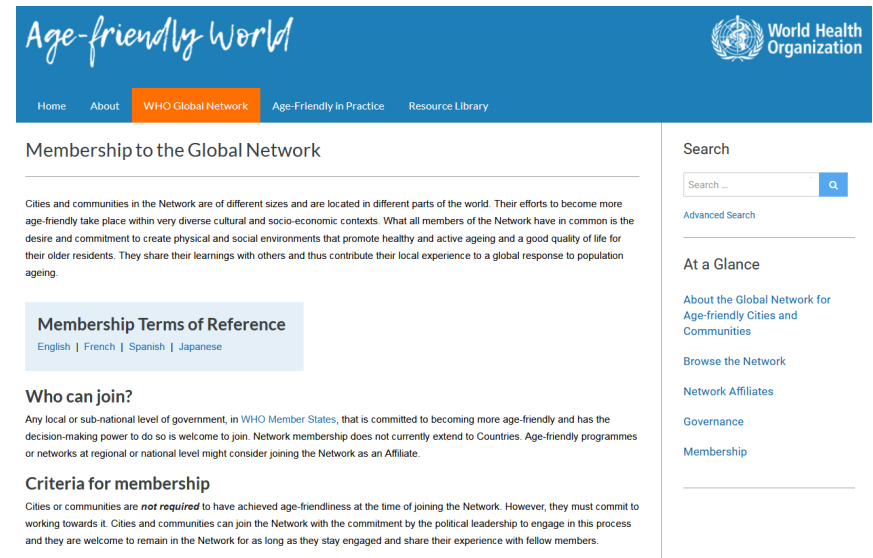
Mailing Address (Optional)	Organization (if applicable)



## Joining the Global Age-Friendly Cities Initiative

The City has been a participating member of the WHO global network of age-friendly cities since early 2017. As a member of the network, the City has access to resources and support to improve its age-friendliness to respond to the growing needs of local seniors, youth, and the community at large. With the completion of this Plan, the City is well positioned to apply formally to the WHO and obtain an age-friendly community designation. The City's desire to obtain this designation demonstrates that the City has heard from its diverse and multi-cultural community through the preparation of the Plan, its commitment to promote healthy and active aging, and a good quality of life for all residents of all ages.

More information on the application process is available at <https://extranet.who.int/agefriendlyworld/membership/>.



The screenshot shows the WHO Age-friendly World website. The header includes the 'Age-friendly World' logo and the WHO logo. Navigation links include Home, About, WHO Global Network (highlighted), Age-Friendly in Practice, and Resource Library. The main content area is titled 'Membership to the Global Network' and contains introductory text about the network's diversity and goals. A 'Membership Terms of Reference' box lists language options: English, French, Spanish, and Japanese. Below this, the 'Who can join?' section explains that local or sub-national governments in WHO Member States can join, while network membership does not currently extend to countries. The 'Criteria for membership' section states that cities or communities are not required to have achieved age-friendliness at the time of joining but must commit to working towards it. A right-hand sidebar features a search bar, an 'Advanced Search' link, and a list of navigation items: 'At a Glance', 'About the Global Network for Age-friendly Cities and Communities', 'Browse the Network', 'Network Affiliates', 'Governance', and 'Membership'.



**WHO Global Network  
for Age-friendly Cities  
and Communities**

முது வயதினருக்கு ஏற்றபடியாக

Age-Friendly

Thân Thiện Với Người Cao Tuổi

przyjazna seniorom

आयु-अनुकूलित

ਉਮਰ-ਅਨੁਕੂਲਿਤ

**BRAMPTON**  
IS...

amie des aînés

Amiga das pessoas idosas

عمر دوستانه

a favor de las personas de edad

Nakakabuti sa Matatanda

વધતી જતી વયના લોકો સાથે મિત્રતાપૂર્ણ વ્યવહાર

Figure 6: Brampton Is... Age-Friendly



## 7- FOOTNOTE REFERENCES

- 1 World Health Organization, 2002. Active Aging: A Policy Framework
- 2 Peel Region 2016 Census Bulletin Population and Dwelling Counts, Feb 2017
- 3 ROPA 27 Staff Report
- 4 Statistics Canada, 2016 Census Profile



Age-Friendly Forum - January 19, 2019  
Flower City Seniors Centre





CITY OF BRAMPTON  
AGE-FRIENDLY STRATEGY AND ACTION PLAN

JUNE 2019

