

About Age-friendly Peterborough

The Age-friendly Peterborough (AFP) **Vision** is for Peterborough to be a thriving region that is inclusive, respectful, and accessible to people of all ages and abilities. AFP focuses on **four priority areas** so older adults *Basic Needs* are met; they are able to *Stay Mobile* and get around the community; and have the opportunity to *Learn and Contribute*. AFP provides a forum for senior supporting organizations and community to *Build Relationships*.



AFP is a collaborative of passionate individuals who contribute their time, expertise, resources and provide an age-friendly lens through a diverse perspective. The **network** includes representatives from institutions, organizations and businesses. AFP supports communities in the **greater Peterborough area**, including the City of Peterborough, County Townships, and Curve Lake and Hiawatha First Nations.



Jennifer Adams

We respectfully acknowledge that Peterborough is located on the Treaty 20 Michi Saagiig territory and in the traditional territory of the Michi Saagiig and Chippewa Nations, collectively known as the Williams Treaties First Nation

AFP is part of an **international movement** that encourages the development of age-friendly communities.

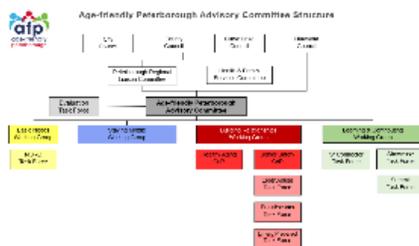
Age-friendly Community

A place where policies, services and structures related to the physical and social environments are designed to support and enable older people to live in a secure environment, enjoy good health and continue to participate in their communities.



AFP Structure

The **Age-friendly Peterborough Advisory Committee (AFPAC)** is a committee of Council and provides overall strategic direction for implementing the outcomes outlined in the AFP Community Action Plan.



The members of the 4 **Working Groups** provide updates and assist each other with their priority area goals and strategies.

A **Community of Practice** is a discussion roundtable where members develop relationships and collaborative partnerships and learn about programs and services related to their theme.

Task Forces are ad hoc committees working on a specific project

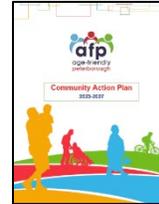
Community Action Plan 2023-2027

The AFP Report Card 2017-2022 provided an update on the proposed actions and how the greater Peterborough area became more age-friendly since the release of the first AFP Community Action Plan in 2017.

The purpose of the is to outline the identified needs of older adults in an action-oriented way and to provide local government, organizations, and businesses direction on how they can contribute to an age-friendly community.

The Plan is divided into four Priority Areas:

- Basic needs
- Staying Mobile
- Building Relationships
- Learning and Contributing



Role of the AFP Coordinator

The Age-friendly Coordinator is an employee of the City of Peterborough; however, Peterborough County financially contributes to this position and AFP budget that supports AFP projects. The role of the Coordinator is to be a:

- **Connector** who facilitates information between senior support providers and the community.
- **Knowledge broker** who conducts presentations locally and provincially.
- **Project manager** who provides leadership and support to AFP projects.
- **Capacity builder** who coaches organization leaders to deliver age-friendly projects.
- **Grant writer** who applies for funding for AFP projects and supports local organizations applications.



Jayne Culbert
Coordinator
from 2019-2025

2024 Projects

AFP develops and supports many projects, programs and events. Each is lead by a community organization These are the initiatives that AFP was involved in, in 2024 (descriptions follow):

- Naturally Occurring Retirement Communities (NORC) Ambassadors
- Age-friendly Business Program review
- Senior Safety Forum
- Big G (Grandparent) intergenerational program
- Volunteer Peterborough and Volunteer Fair
- AFP website (dashboard, Senior Service Directory)
- Peterborough Senior Service Directory and Information Guide
- Senior Connectors
- Events (Active Living Fair, Seniors Showcase, Working Together Day)
- Programs (Be Prepared workbook and workshop, Living and Aging Well workshop series)



Naturally Occurring Retirement Communities (NORC) Ambassadors

Goal 1.2 of the AFP Community Action Plan identifies that AFP will “enhance support for older adults to age in the place of their choice”.

Goal 4.2 of the AFP Community Action Plan identifies that AFP “Support and increase access to leisure, recreation, and social activities that promote a better quality of life”.

The objective of the NORC Ambassador program is to build intentional and inclusive communities that support healthy aging so older adult residents can age in place. Naturally Occurring Retirement Communities (NORC) are apartments and condo buildings that were not originally built for seniors, but majority of the residents are over the age 65. Ambassadors are residents from the NORC who organize events, activities, and workshops that connect residents to basic services. As a result, the Ambassadors create opportunities for their neighbours to be active, healthy and engaged.



Lead Organization: Home Care Workers Co-operative

Funded by the Ministry for Seniors and Accessibility, Senior Community Grant **Ontario** 

Age-friendly Business Program review

Goal 2.2 of the AFP Community Action Plan identifies that AFP will “enhance age-friendly infrastructure and accessible indoor and outdoor spaces”.

The Age-friendly Business program encourages businesses to attend training, conduct a self or guided assessment, develop and implement an action plan to become more age-friendly, and be recognized as an Age-friendly Business.

In 2019/20, the Age-friendly Business Task Force was collaborating with the Millbrook Chamber of Commerce to launch the program pilot. However, the project was deferred at the onset of the pandemic when businesses were closed. In 2024, the project materials were reviewed and updated.

Senior Safety Forum and Task Force

Goal 3.3 of the Plan identifies that AFP “will develop relationships within the safety sector to build and maintain a safer community for local older adults”.

22 representatives from the safety sector attended the AFP **Senior Safety forum** on March 18, 2024. Participants agreed there is a need for a Senior Safety Community of Practice who will share, build alignment, and collaborate on safety issues older adults face, such as emergency preparedness and management; fire safety; personal safety planning; preparing and managing during a power outage; and elder abuse, fraud, and scams. The Community of Practice will meet quarterly beginning in 2025.

At the forum, the participants agreed an **Older Adult Advocate**, who will investigate elder abuse cases, is needed in the greater Peterborough area. In 2024, the **Elder Abuse Task Force** (Community Care, Alzheimer Society, PASE, Elder Abuse Prevention

Ontario, and AFP) developed the Advocate job description and logic model. The plan is to have the Advocate hired April 2025. AFP will contribute up to \$25,000 toward the project and other partners and funding are being investigated.

Another project that was endorsed at the Senior Safety Forum was the **Emergency Protocol for Seniors project**. AFP has secured a Policy student from Trent University who is contacting senior supporting organizations to identify the policies, practices, and processes they follow when an emergency happens and how senior clients/community are informed. In winter semester 2025, the student will summarize the information, make recommendations based on best practices, and deliver a presentation to the Senior Safety Community of Practice.

Big G (Grandparent) Intergenerational Program

Goal 3.2 of the AFP Community Action Plan identifies that AFP “promote intergenerational relationships”.

Older adults (Bigs) are building relationships with fifteen youth aged 8-12 (Littles) by participating in intergenerational activities. The role of the Bigs is to provide guidance and share wisdom, knowledge and skills in a supportive space. Activities were scheduled on PA days at Activity Haven, Mapleridge, and McDonnell Street Community Centres and in 2025 will be scheduled during March Break.

Lead organization: Big Brother Big Sister



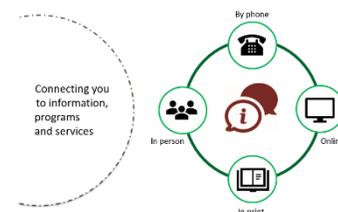
Funded by the Ministry for Seniors and Accessibility, Senior Community Grant



Communication

Goal 4.1 of the AFP Community Action Plan identifies that AFP “support and increase connectivity and access to information”.

AFP reaches an older adult audience through various communication channels. Older adults, their families and caregivers can access information on the AFP website and social media, by calling 211, referring to in-print documents, attending workshops, and speaking to a Senior Connector at an event or kiosk.



AFP Website, www.Peterborough.ca/aging



The AFP Website is divided into six areas; Basic Needs, Staying Mobile, Building Relationships, Learning and Contributing, About Us, and Get Involved. Stay Informed. The homepage includes a link to the Peterborough Senior Service Directory, Community Dashboard, upcoming events, and the AFP Community Action Plan.

The **Peterborough Senior Service Directory** provides an easy way to find the information you need about a plethora of programs and services.

The **dashboard** provides organizations and decision-makers with data about local older adults to support the need for a project and to quantify how the project improves the lives of local older persons. Local data from Statistics Canada and results from the AFP community engagement survey are posted.

Sign up for the **Friends of Age-friendly Peterborough enews** through the “Get Involved. Stay Informed.” Page.

Information Guide and Peterborough Senior Service Directory

The objective of the Information Guide and Peterborough Senior Service Directory is to provide information, improve awareness about healthy aging and housing resources

Phase One - Directory available online and by phone

Community Connection 2-1-1 maintains the Peterborough Senior Service Directory that is posted on the AFP website, www.peterborough.ca/aging. The directory is a resource for older persons, care givers, and practitioners to find suitable support for themselves or the people they care for. The information is also available by calling 211 and talking to a navigator.



Phase Two – Directory available in print and in person

The Peterborough Senior Service Directory and Information Guide will be completed by March 2025 and distributed by Senior Connectors at workshops and kiosks.



Phase One and Two and the Senior Connector project have been generously funded by the United Way Peterborough and District.

Senior Connectors

Under the direction of the Senior Connector Project Lead, twelve volunteer Senior Connectors have been recruited and trained to provide information and resources to older adults about health services, housing options, transportation, recreation, and volunteer opportunities. Connectors are scheduled at kiosks where older adults live or visit such as NORCs, urban and rural libraries, activity centres, and Legions.



In one month, Connectors have been scheduled at 18 kiosks and have spoken to over 400 seniors. The tracking sheet shows health and housing are the most common topics asked about. The response by the community and stakeholders has been overwhelmingly positive. Seniors have now signed up for the Canadian Dental plan, looked into Guaranteed Income Supplement, gone to the health clinic on King Street, and attended a legal clinic.

Senior Connectors are volunteers who are scheduled at kiosks in the community to provide information and resources to older adults and their care givers about health services, housing options, transportation, recreation, and volunteer opportunities. The kiosks are where older adults live or visit such as markets, libraries, activity centres,

banks, medical facilities, and places of worship. Community Care is the lead organization.

Goal 4.2 of the AFP Community Action Plan identifies that AFP “Support and increase access to leisure, recreation, and social activities that promote a better quality of life.

Through funding from the Ministry for Seniors and Accessibility and the United Way Peterborough and District, AFP developed the Be Prepared project. Since 2022, 1,000 participants have attended the free Be Prepared workshop, received the binder, and learned how to use the workbook. The workbook contains tools that help older adults organize their important information in one place. The chapters are Emergency Preparedness, Personal Safety Planning, Next-step Housing, Advanced Care Planning, and Final Wishes. In 2025, the Task Force will write the third edition, including Public Health information on heat emergencies.

The Living and Aging Well monthly workshop series held at the Peterborough Public Library continues to be successful. The winter/spring topics are goal setting, Bibliotherapy, mental health, hearing, biking, and dealing with heat emergencies.

c. Events

Goal 4.3 of the AFP Community Action Plan identifies that AFP “Lead, support, and encourage participation in lifelong learning”.

AFP and partners plan and implement annual events that increase awareness of programs, services, and resources available to support healthy aging. These include the Living Well Seniors Showcase, the Summit on Aging, and Working Together.

Events

AFP partners with lead organizations to implement large scale events. On March 5, 2024, AFP and Activity Haven partnered to develop the **Active Living Fair**. With funding from the Older Adult Centres Association of Ontario, the event that included a tradeshow, workshops, activities, and lunch was free to participants. The next Fair is scheduled on March 4, 2025.

The objective of the **Seniors Showcase** is to provide an opportunity for older adults to learn about programs and services, pick-up resources, and meet those in the senior service sector. The Chamber of Commerce, Peterborough and Kawartha partnered with AFP to organize the 9th annual Seniors Showcase on June 19, 2024. Over 800 people attended the event. Save the date, June 18, 2025, to attend the next one.

The **Summit on Aging** is an event with a different theme each year. It has a conference format with an Information Village where local organizations share resources relevant to the topic. We are currently planning the 2025 Summit.

Working Together is an annual meeting where all AFP members gather to share how the greater Peterborough area has become more age-friendly and prioritize actions for the following year. This year the Working Together meeting is scheduled on December 5, 2024, at McDonnell Street Activity Centre. The AFP network meeting is scheduled in the morning, followed by a networking lunch. Sue Lantz, author of “Options Open: The Guide for Mapping Your Best Aging Journey” is the keynote speaker in the afternoon. The AFP Be Prepared project is referenced in her latest edition. A copy of Sue’s book will be provided to participants.

Programs

In March 2022, AFP received funding from the Ministry for Seniors and Accessibility to develop and pilot the **Be Prepared** project. The workbook contains tools that help older adults organize their important information in one place. The chapters are Emergency Preparedness, Personal Safety Planning, Next-step Housing, Advanced Care Planning, and Final Wishes. In 5 months, 500 participants attended a free one-hour Be Prepared workshop and received the workbook. United Way, Peterborough & District funded the second edition and to date almost 1,000 participants have attended.

The **Living and Aging Well workshop series** is a partnership between the Peterborough Public Library and AFP. Each month, presenters share information about the theme and engage in a discussion over a light lunch provided by Home Instead. Otonabee-South Monaghan Public Libraries scheduled Living and Aging Well workshops in the spring and refreshments were provided by The Gardens.

SCWW

AFP Speakers Bureau

Volunteer Peterborough and Volunteer Fair

Goal 4.4 of the AFP Community Action Plan identifies that AFP “promote and encourage volunteerism within our community”.

In 2023, AFP supported the development of Volunteer Peterborough and contributed to the creation of the website, www.volunteerpeterborough.ca that promotes volunteerism and matches potential volunteers to opportunities. In 2024, AFP provided funding toward the part-time Coordinator.

AFP supported the Volunteer Peterborough “Meet Your Match” Volunteer Fair held at the YMCA on May 8, 2024. 41 organizations seeking volunteers had the opportunity to meet the 500 attendees interested in volunteering.

Lead organization: Volunteer Peterborough



“Meet Your Match” funded by Peterborough Foundation

Age-friendly Peterborough 2024 Working Together Day

Working Together is an annual meeting where all Age-friendly Peterborough (AFP) members gather to share how the greater Peterborough area has become more age-friendly and prioritize actions for the following year. It is an opportunity for AFP network members and supporters to meet, share, collaborate, and learn.

63 network members attended the 2024 Working Together meeting on December 5, 2024, at McDonnell Street Community Centre. Overnight snow was a barrier, particularly for members who live in rural areas.

After an update from AFP and lead organizations, participants enjoyed a panel discussion with Dr Piggott, Dr Mikula and Dr Ingram. Many connections were made during the roundtable discussions and networking lunch. Most stayed for the keynote, Sue Lantz, author of [Options Open: The Guide for Mapping Your Best Aging Journey](#).

Project Update	Project Lead	Organization
NORC Ambassadors	Danielle Turpin	Home Care Workers Co-operative
Senior Connector/Guidebook	Kate Killoran	Community Care
Programs and Events	Cathy Berges	Age-friendly Peterborough
Big G (grandparent)	Zoe King	Big Brother Big Sister

Organization Update	Representative
Community Care	Catherine Pink
GreenUp	Ashley Burnie
Volunteer Peterborough	Lois Tuffin
Peterborough Ontario Health Team	Patrick Van Rooyen

Healthy Aging and Health Care Panel		
Dr Thomas Piggott	Medical Officer of Health and CEO	Peterborough Public Health
Dr. Lynn Mikula	President & CEO	Peterborough Regional Health Centre
Dr. Jenny Ingram	Founder	Kawartha Centre



Health and Aging Panel

- Dr Jenny Ingram
- Dr Thomas Piggott
- Dr Lynn Mikula

Organization Updates



In fiscal year April 1, 2023 to March 31, 2024,

- served over 6,024 clients, with 818 volunteers.
- Provided 84,627 hours of service, equal to 46.5 full-time employee positions.
- 50,325 Meals on Wheels and 4,305 grocery orders
- 31,651 drives
- 719 Access to Primary Care Assignments
- 50,945 Falls Prevention & Exercise Classes
- 24,243 Reassurance Calls and Visits
- 341 Home at Last Settlements
- 7,989 Home Help & Maintenance Visits



Barriers to volunteering

- Time due to inflexible schedules/demands.
- Transportation restrictions.
- The desire to have a “specific role with a defined timeline or project”
- Insufficient details or promotion to find roles.
- No one “asked.”

Our approach

Opted to build our own match-making site, working like a hybrid job-hunting site and a dating site. 'Companies' post profiles, then opportunities. It launched in July 2023.

As a small city, this means our listings don't get lost in algorithms that perceive us as being close to Toronto. It also allows for more flexibility for curation and other customization.

162 organizations filtered by causes and skills needed RIGHT NOW

1,528 volunteers identified by their interests and skills

Blog and other resources to maximize volunteer engagement

Event listings for last-minute openings

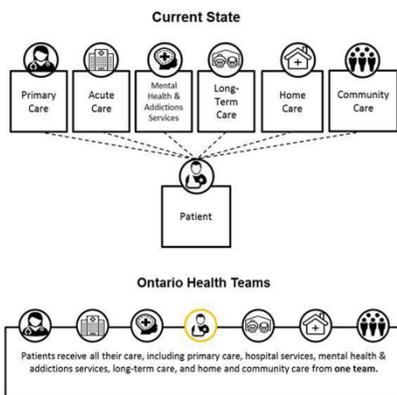
A search-driven interface makes it easy to navigate

Meet Your Match Volunteer Fair

Sold put with 41 exhibitors. Over 600 attended



PETERBOROUGH Ontario Health Team



Peterborough Ontario Health Team



Age-friendly Community

A place where policies, services and structures related to the physical and social environments are designed to support and enable older people to live in a secure environment, enjoy good health and continue to participate in their communities.

What Makes AFP an Effective Collaboration



Jayne Culbert, Age-friendly Coordinator, was asked to share what makes AFP an effective collaboration with Ministry Regional Representatives at **their** Jayne shared her presentation at Working Together.

1. Leadership - Understand that each organization operates independently in silos but has one organization that brings the collaboration together.
2. Shared vision - Create a vision that is shared by members of the organization that outlines what the collaboration wants to accomplish.
3. Relationships and Partnerships - Provide opportunities for relationships to form so members know what each other does and how they can support each other. A partnership happens when members see that working together has a collective impact.
4. Passion and Compassion - When the lead and members are passionate about what they do, it is contagious, and others want to accomplish the vision too.
5. Support - By having strong leadership, a shared vision, partnerships, and passion, you are open to opportunities and receiving support.
6. Innovation - Understanding what the true issue is, how circumstances have changed, what current resources you have, and being a flexible thinker allows innovative solutions to percolate.
7. Action - Having a plan and those willing to contribute, including the funding needed to support the action, there is motivation to change.
8. Recognition - Recognition motivates future action.
9. Communication - Share your successes. Proven results build trust in the community and increase involvement and support.
10. Share successes and become a best practice - Instead of each organization starting from scratch, it is more efficient to share your successes and lessons learned so others can benefit.

Communities can be complex but when you are connected, you create a more effective collaboration. Each of us has a role to play in building our community. We need each other. Together we can.

Thank you to our Funders

NORC Ambassadors

Big G

Be Prepared

Senior Connectors

Information Guide and Service Directory

SCWW

Active Living Fair

Meet Your Match Volunteer Fair





Roundtable Discussions

Basic Needs - Health



How are you, a community partner, currently supporting older adults' basic needs?

Lori Richey, Healthcare Advancement Coordinator – County of Peterborough

- Created a list to track individuals who need a primary care provider (separate from Health Care Connect).
- Recruiting physicians and onboarding them quickly.
- Created a simplistic resource guide (easier than 211).
- Clinics for unattached patients residing in the County of Peterborough.

Linda Wison, NORC Ambassador - 611 Rogers Street

- Acting as a NORC ambassador – working towards create a more social, inclusive setting for older adults.

Ann McLeod, Trent/Fleming School of Nursing Faculty & caregiver

- Supporting the education of new nurses.
- Research in the intersection of older adults and community partners.
- Supporting new nurses and linking them with NORCS.
- Using AFP as a case study for just care.

Catherine Reis, Executive Transformation Lead – Peterborough Ontario Health Team

- Taking a macro view to establish systems and process to help other organizations and community partners.
- Supporting community partners to move from egocentric to eco-centric ecosystems and to help support true integration.
- Getting creative with policy and funding.

Nicole Capalbo, Manager of Home and Community Care – Curve Lake First Nation

- Offering individualized health and social supports for Curve Lake First Nation including PSW care, medical equipment, home maintenance, in-home palliative care, transportation.
- Also supports individuals who are deaf, hard of hearing, non-verbal and deafblind through DeafBlind Ontario Services.
- Board Member for Peterborough Community Health Centre to ensure that the values of voices of Indigenous communities are upheld/

Dr. Jenny Ingram, MD specializing in Internal & Geriatric Medicine, Founder of the Kawartha Centre – Redefining Healthy Aging

- Community dementia care plan
- Educating community partners about dementia
- Helped establish the GAIN Clinics

Aja Bax, Manager, Care Navigation – Community Care Peterborough

- Community support services to enable individuals to support individuals and their care partners to remain in their own homes. Services impact many basic needs including nutrition, transportation, and social connections.
- Community hubs - A space in rural communities for community partners based in the City of Peterborough to schedule time to come to different locations in the County of Peterborough to meet and offer resources to people where they live.

Seonaid Brailey – Director, Activity Haven Board of Directors

Mshkiki Gitigaan Kwe – Recently hired by Community Health Centre (CHC), name means Medicine Gardner, from the Bear Clan, goal is indigenization and decolonization at CHC

Lois Tuffin – Founder/Board Chair at Volunteer Peterborough

Talia Nepotiuk – Community Engagement Coordinator, Alzheimer Society

Melissa Scott (Discussion Facilitator) – Community Care - Supervisor Peterborough, Programs run coordinators and volunteers, transportation coordination

Patrick Van Rooyen (Notetaker) – Peterborough OHT Operational Support Team, Patient Navigation Planner

Seonaid

- Seonaid is on the Board of Directors for Activity Haven – Give seniors rec opportunities and a place to go everyday have cheap meals, only 30/year, can go twice a week for exercise, \$30 includes 92 programs, some drop in and some paid programs
- Community partner because provides different supports in the community at home and through volunteering
- She is currently a Landlord, 2 places she rents in house to community members, 2 younger gentlemen, 1 does shovelling, lawn care for reduced rent, offers reasonable rent, both have families outside where live

Mshkiki

- Community partner as part of new CHC not open yet but soft open in Spring, building partnership with AFP, need to listen to community, what they need, need everyone's own local wisdom and experiences
- Runs traditional drumming circles designed for all walks of life and all ages every Thursday at the Right to Heal drumming circle at St. Andrews united Church from 1 - 3 pm

Lois

- Founder/Board Chair at Volunteer Peterborough
- Community partner as volunteer Peterborough's goal is to get older folks to volunteer, and recent retirees who have a ton of skills health and energy to give back, really engage, hard transition to retire and not be as busy as before with work
- Currently 162 orgs and 1534 volunteers in place (SENIORS approach)

Talia

- Community Engagement Coordinator, Alzheimer Society
- Low barrier at Alz society, lots of barriers, many people don't have family physician, lack transport, address barriers, receive healthcare system nav information and enter into programs completely free, no cost, 1 exercise program \$40 for 2 people 8 weeks
- Recently filmed Minds in Motion for Dr. Ingram's film
- Housing and income, small capacity for supporting, more complex clients, very interesting clientele, help with more complex clients, would like to see capacity grow

Pat

- Peterborough Ontario Health Team – Patient Navigation Planner for Operational Support Team
- Supports the P-OHT's strategic plans and goals, which includes 30 organizations across Peterborough City and County
- Example of project we've supported is HAL e-referrals, Finding Your Way Handbook, and search 211 directory

Melissa

- Community Care Peterborough – Supervisor of Peterborough Programs

- CCP offers lots of different programs that support health of clients, care nav team to help navigate healthcare, education (formal and informal across all CCP staff), offer all the wrap around services for seniors to help
- Also do foot care clinics, other stuff, help support community, meals on wheels, help support seniors finances, lots of services provide safety aspect, mostly delivered by volunteers, going to clients home and following up with families, wellness checks
- HAL & Home First - C2 mostly seniors
- Relationship connection between volunteers and clients is critical
- 75 exercise classes a week!

Private Home Care options for family

Resources/education

Housing/psw/personal care support

Transportation/meals support/home help and maintenance supports

Subsidy for programs for those who are in need of support financially

How does the health system currently meet your or your client's health and aging needs? What are the gaps/barriers that are preventing older adults from having their basic health needs met?

- Many older adults do not have a primary care provider.
- Older adults can experience issues navigating the health care system.
- There are inequities embedded in the health system. Some of these are related to rural vs city living. These discrepancies cause health inequities related to location, income level, ethnicity, socio-economic position, ability to access healthcare, social isolation.
- Many individuals live in large residential buildings with little social engagement with their neighbours. Can be very isolating.
- Organizations can be competitive and territorial about funding, resources, and programming to protect the jobs of their staff.
- Individual multi-sector service accountability agreements impede true integration. There is a need to move from a dominant mind-set to kinship, from egocentric to eco-centric.
- Bureaucratic processes and rules can be prohibitive to doing things differently.
- Disconnect between basic social determinants of health and how healthcare is delivered.
- Challenges putting care plans in place without adequate housing when housing is such a foundational basic need.

- Huge gaps/fees/ lack of doctors/pushing patients out of hospital before they are ready/ disconnect and lack of awareness on what is available/duplication of services causing confusion
- Population of qualified individuals to provide support is dwindling/high burnout rate
- Increased need for caregiver support/lack of familial support these days due to dual income families
- Basic income is not sustainable/ lack of affordable and safe housing options
- Waitlists for services
- Refusal/denial to accept help

What are your ideas for how it could improve? What are some creative solutions that can be implemented in our community to mitigate the gap? How can WE be proactive in the community to improve the health of seniors?

- Creating a role for individualized Care Navigators for individuals newly diagnosed with dementia. This Care Navigator would remain with the individual throughout their dementia journey. Cancer Care Ontario has a good model to replicate.
- Integration between primary care providers and community care navigators.
- Nurse Practitioners can fill a huge gap, but restrictive rules must be loosened to make this an effective solution.
- Primary Care doctors could lead a team including a primary care nurse, a primary care dietician, a primary care social worker, etc. How do we design systems that work? How do we empower and enable doctors to lead a holistic team approach to care?
- Combine primary care teams with community hubs so that care navigation is embedded in the health care system. All inclusive health hubs that take a holistic approach (health care, daycare, social services, care navigation).
- Build upon assisted living models and establish active community hubs where community partners are regularly scheduled to attend. A local community presence is important to older adults. Build on community hubs.
- For long term care, consider moving towards the hospice care approach which is more holistic. Fewer rules and restrictions for longer term support.
- Incorporate more frailty screening into the system.
- Look at the system as a whole and take steps to remove barriers to integrated care such as service agreements that inspire competition.

Pat

- Emphasis is always on creating digital resources not always designed or optimized for seniors

Seonaid

- Medical jargon in results is one of the biggest barriers in making medicine accessible to seniors
- QR codes excessive

Talia

- Biggest barrier is stigma of the disease for the Alzheimer's Society
- Public education and campaigns to reduce stigma is critical
- Money is huge barrier since it is not equally distributed and some organizations are heavily dependent on philanthropy
- Challenge too is the healthcare system, which is scary since we don't have enough money to go around in the first place
- Need to fix things so have a better understanding of seniors and we can make programs more accessible to the public
- Challenge is addressing waitlists, when refine criteria you serve less people so money and capacity to operationalize programs is key
- Other barriers include policies, procedures, and politics, all of which need to be refined over time to better support seniors with cognitive impairments

Lois

- Volunteer Peterborough is very accepting of seniors and finding ways to keep them engaged in the retirement
- Huge amount of skills that people can bring to organizations as volunteers from their past professional and personal lives
- Other agencies are more resistant, Volunteer Peterborough plays a critical role in connecting seniors to opportunities, acts as conduit for entire community of seniors to opportunities
- People need to deal with innovation and new realities of things coming online as sources to connect seniors to these opportunities

Mshkiki

- Agree with everyone's points
- Money is huge- can't have an impact without investments!

Prevention and education on aging at a younger age and before a crisis arises
Public Transit- review of senior building locations to accommodate (very Trent and Fleming focused)
Go to the Seniors rather than they come to us



1. How are you, a community partner, currently supporting older adults' basic needs? (housing, health, basic income)

Sue Lantz Collaborative Aging. Advising in Canada. Education on housing, health, caregiving teams, provide resources

Barb sales outreach at RR, help seniors adjust to retirement living. Find resources to live in the community safely

Arshed Mount Community. Housing. Seniors on the Board, helping seniors have safe, harmonious housing. Also find younger generations living with seniors.

Kathleen Hickey, Peterborough Retirement REsidece. Help family and seniors transition to retirement residence. Helping with services needed in the residence and next step housing such as LTC

Mark Hraynyk and Kim Dawson AON Property Manager. 900 apartments. New care in Havelock building to residential side. Tenants became 65, implement programs, work with community, are landlords but have been providing links to community resources such as community paramedics in office. NORC

2. How does housing currently meet your or your client's housing needs?

Intergenerational housing

Keep building lower cost housing

Students helping in retirement residents

NORC

AON building housing by 401/115 and LTC in Havelock and Millbrook

3. What are the barriers that are preventing older adults from having their basic housing needs met?

Accessible housing and modifications like bathrooms

Affordable, need government assistance

Understanding resources available to stay in their home how to access

Proximity to where they currently live

Services in the apartment, like Burlington PACE model

4. What are your ideas for how it could improve? What are some creative solutions that can be implemented in our community to mitigate the gap? How can WE be proactive in the community to improve housing for seniors?

- Support seniors to age in place
- Decision makers to consult front line workers to understand the business
- Property developers and builders to create more accessible housing
- Apartments that are hubs having services like a café in the building
- Having air conditioners in all units
- Encourage small businesses in Peterborough (not increase the development charge)
- More community involvement and communication
- Provide support with dignity
- help more people to advocate for themselves

Hey Neighbours in BC



1. How are you supporting older adults to stay mobile?
 - Sharing information about services that already exist; ie/ care mobile programs, both in Peterborough and the County.
 - Bike: Offer do it yourself teaching workshop to repair bikes, cost effective way to keep bik-ing, sell refurbished bikes at a low cost, education programs on how to use your bike, give advice on bike options such as electric assist bikes and make recommendations on the type of bike (frame) that may be best suited to the customer.
 - GreenUP: [same content from Ashley's presentation]
 - City: enhancing crosswalks with high contrast paint markings, converting std pedestrian sig-nals to countdown signals, adding more mid-block pedestrian crossing infrastructure, traffic calming projects.
 - City: ensuring all vehicles in the transit fleet are accessible (i.e., ramp systems, high contrast steps, audible/visual stop announcements)
 - City: implementing a new sidewalk construction technique that minimizes the amount of joints in the sidewalk, resulting in a smoother ride for people who use mobility aids.

2. How does transportation currently meet your or your client's needs?
 - The Link transit service is great.
 - [conversation mostly focused on Q3. gaps/barriers]

3. GAPS, Barriers:
 - Stephanie: Recycling and garbage bins create barriers on sidewalks on pickup day.
 - Marnie: Experienced barriers on journey to this event due to snow. Had a difficult time navi-gating to pickup location for the Peterborough accessible van service. I had to lift my walker to get through the snow. Lives at 611 Rogers Street. Sidewalks were plowed and the rest of the walkways were not.
 - Stephanie: Snow clearing on sidewalks and walkways is not meeting needs of older adults.
 - Marnie: Would like to go to Activity Haven but can't get to it by public transit because it is not served by a transit route. [follow up: Ptbo Transit map shows Community Bus route 22 blue travels along Barnardo, with the nearest stop located at the corner of Conger and Barnardo. The distance from the stop to the building entrance is approximately 100 m.]
 - Marnie: Taxicab option is not meeting community need because it's too expensive.
 - Stephanie: Taxicab service is not an option for people with bariatric needs.

- Marnie: Safety concerns when walking on multi-use trails. Worried about violence, assault.
- Rural areas rely on automobile to get around, difficult to access services.
- Marnie: Isolation - don't have family to help. Family lives in other provinces.
- Ashley: Land use planning impacts how easy or difficult it is to get around, access essential services and goods (i.e., groceries, pharmacy).

4. Ideas:

- Marnie: partner with NORCS to have Transit teach people about routes, how to use transit, interested in the ride with me program.
- Ian: offer a free transit for older adults program, similar to the free transit for children 12 and under program.
- Develop walking groups to help create a sense of safety, encourage older adults to get out.
- Bike: Develop more social recreational riding groups targeted to older adults, as a more lei-sure option than the Peterborough Cycling Club programs. Ashley noted she's noticed a cy-cling group who carries lawn chairs on their backs, and ride to destinations such as Rogers Cove.
- Stephanie: Provide accessible parking spaces adjacent to buildings, not across the drive aisles.
- Ian: Provide larger sized parking spaces.
- Mark: More benches and shade/trees along sidewalks and walkways.
- Ashley: The way development has happened over last 6 years is very different from previ-ous. Developer is responsible for putting in all the infrastructure and municipal level govern-ments can't control all requirements.
- Ian: All ideas should use the 6 steps of problem solving:
 - o recognize there's a problem, identify and define it
 - o generate possible solutions
 - o evaluate alternatives
 - o decide on a solution
 - o implement the solution
 - o (and don't forget) evaluate the outcome



- 1. How are you, a community partner, currently supporting older adults to be safe? (emergency preparedness, elder abuse, personal safety, power outages, heat, communication - digital, fraud prevention)**
 - EAPO delivering education to seniors and service providers via webinars and podcasts, providing advice to agencies dealing with individual high-risk situations
 - NORC ambassador creating phone tree to assist with physical and emotional needs, arranging education for residents EG fire safety, community paramedic program
 - PTBO City created interagency emergency management coordination
 - City created public inquiry centre telephone number
 - Police performing senior well-being checks
- 2. What are the gaps/barriers that are preventing older adults from being safe?**
 - Individuals without supports lack knowledge and awareness of resources and processes
 - Lack of transportation to services and appointments
 - No universal and accepted emergency code identification, description, expected response IE hospital vs police vs LTC
 - Lack of information for seniors on emergency procedures IE Evacuation Centre
 - Organizations don't have processes to identify those clients at risk in event of emergencies.
 - Street safety
 - Frauds and scams information
 - No standardized processes system in place to assist paramedics to know health information when called for emergency EG fridge magnets, vials, freezer bags
- 3. What are your ideas for how it could improve? What are some creative solutions that can be implemented in our community to mitigate the gap? How can WE be proactive in the community to improve the safety of seniors?**

- **Paramedics to offer clinics in NORCS**
- **NORC ambassadors create contact lists for residents, establish process for “door knocks” in case of emergencies, establish processes for routine wellness checking (door hangers)**
- **Organizations to make public education a priority**
- **Increase use of mutli-media opportunities to educate/inform CHEX, Your TV.**
- **Revitalize SALT program to create capacity for education re safety**
- **Standardize colour coding/bracelets for emergency plans EG Code Black means same at PRHC as for Police, Paramedics etc**



1. **Question 1: How are you, a community partner, currently providing opportunities for older adults to learn and contribute? (recreation, social, lifelong learning, volunteerism, employment)**
2. **What are the barriers that are preventing older adults from learning and contributing?**
3. **What are some creative opportunities that can be implemented in our community to mitigate the barriers and encourage participation?**

Karen Carter-Edwards talked about the Newcomers, Newcomers Alumni and Women's Art Association, all groups of seniors who plan larger events for the entire group plus smaller special interest groups such as culinary groups, book clubs, photography, gardening, literary, music, art, luncheon groups, bridge, tours to visit local places and discover about them and even a men's breakfast get together each month. All events are planned to encourage seniors to get out, make friends and socialize while learning something new.

Donna Lynn Clarke stressed that locally people should try to get things going, not wait for the government but once something is started on a small scale, if it is successful then look at getting government involvement by applying for grants.

Natalie Warner spoke so quietly and held her hand in front of her face I lost any comments she made.

Dustin McIlwain spoke about all the events at senior centres for older adults, not only the Wellness Centre but also McDonnell street. He is trying to do more advertising in newspaper, radio etc and hopes to gain access with groups dealing with older adults.

Question 2

Travel to get to centres for older adults, not all have cars or drive anymore. Dustin mentioned trying to get older adults in buildings near McDonnell Centre, they are within walking distance but there could be a stigma – are activities only geared for middle class seniors. Will they feel welcomed? At the Seniors' Showcase, Dustin said he offered free access to various activities but no one took advantage of the proposal. Natalie said it was hard getting people through the door. Donna said that for a new activity to be successful it should be something not already offered somewhere else. Grants are available if you can prove what you are proposing is new and different. Partnerships could be developed to make sure people had access to community centres, for example bus lines. Nick mentioned that fear was now part of limiting volunteering and stated that volunteers were no longer willing to eg flood ice rinks in winter or clear them off in case they got sued if someone fell or was injured. Insurance liability is a high risk. Also the requirements to volunteer, even for things like

sitting on a committee are getting so restrictive, some people just say why bother.

Question 3

More training for volunteers is important. Natalie mentioned training at hospice was quite detailed, 30 hours. Police checks could be more all encompassing. This was seen as both a barrier and a response.



1. How are you, a community partner, currently supporting older adults with technology? (Wifi access, getting device, learning to use device/technology).
 - At Rubidge retirement, there is an informal service offered by the Maintenance worker have laptops or technology set up and informal lessons are given to residents for use. Wi-fi is available to all residents.
 - The Senior Connector role has resources to offer regarding information and accessibility, particularly referring people to the Library Help Desk and workshops available at the Peterborough Public Library.
 - Activity Haven offered a workshop to learn to use your device. This was a one-time workshop, but an attendee at the table said it was very informative.

2. What are the barriers that are preventing older adults from using technology?
 - Lack of awareness
 - No equipment (financial concerns as well as uncertainty how to navigate the landscape of technology, which results in overwhelm)
 - Lack of technological literacy (even if a device is available)
 - Lack of mobility and/or transportation
 - Reliance on younger generation can be difficult for Seniors without grandkids
 - No ability to troubleshoot issues due to lack of literacy and awareness

3. What are some creative opportunities that can be implemented in our community to mitigate the barriers?
 - Wi-fi Accessible City/County
 - Computer stations as a part of businesses like cafés
 - IT hub for Community Centre
 - Increased access to information (workshops)
 - Geeksquad, but less of a cost for those who cannot afford it
 - Big G program – Intergenerational opportunity for knowledge exchange

- Students teaching older adults (perhaps as school work or volunteer hours) offering workshops

4. How can we improve online safety for seniors in the community?

- Literacy through understanding the technology they are using
- Educational programming around safety online (including types of scams)
- Verified companies like Geeksquad or criminal reference checks for those providing tech service to seniors
- Preventative Protection – a mode to use that would prevent certain sites or uses of phone/laptop that would endanger seniors in their tech use (like “parental control” that could be designed by programmers and software developers.



Question: What Intergenerational Programs are you currently running?

- Public Library (Karen) We are not offering a lot. We do have a drop in knit and crochet Wednesdays from 1-3pm. Young youth are able to attend. A suggestion was made to involve some home schooled kids in the programs at the library.
- Senior Connector(Diane Graham)
- Senior Connector(Aileen Orthner)
- Big Brothers and Big Sisters (Zoe King) Currently running the Big G program. They match children that are 6-16yrs of age with matches that are 18yrs old and older. Currently have a wait list of over 100 children. Diane suggested Zoe send some information to the Retired Teachers of Ontario as quite often retired teachers are looking for things to do when they retired.
- Activity Haven (Janet Buchanan) Janet shared involvement with the Big G program and that Activity Haven had hosted the “Littles” for one PA day and that it was a huge success. Littles and Bigs did some ice breaker games, played board and card games, enjoyed lunch and then participated in shuffleboard, cardio drumming and table tennis. Bigs and littles both enjoyed the day. Littles asked “When do we get to come back?”

Barriers

- Many don't know about the various programs that exist
- Perhaps someone could come and speak to the NORC's and inform about the programs at Big Brothers and Sisters and Activity Haven as well

- Some retired people are too busy-stuck in the sandwich generation, looking after again parents, still working, grandchildren etc.
- Becoming a volunteer is a lengthy process, police checks, references, etc.
- Library suggestion a Tech Teen with a Senior
- Transportation-hopefully the youth and sr bus passes will happen
- There is a fear for senior around the homeless, safety concerns
- Some facilities are not kid friendly

Creative Solutions

- Look for more grants
- Partnerships for fundraising (Rotary, Lions)
- Movie nights
- Activity Haven may open up some of our Friday night socials to Big Brothers and Sisters to expand on the Big G program

The success of AFP can be attributed to leadership from AFPAC, passionate volunteers, strong partnerships with local organizations, dedicated staff, and generous support from funders. AFP envisions a bright future where older adults Basic Needs are met; transportation and infrastructure ensures older adults are able to Stay Mobile in the community; older adults have the opportunity to Learn and Contribute; and community Relationships are sustained to encourage collaboration and foster partnerships whereas older adults are supported.

Join the Age-friendly Movement

How can you work independently and collaboratively or provide your voice and perspective to help us become an age-friendly community.



In Memory of John Merriam



Roussel-Steffler Memorial Forest



kawarthalandtrust.org/you-can-help/giving-in-memory