

The background of the slide features a photograph of the York Region Council Building, a modern structure with two prominent, textured cylindrical towers. Each tower has a circular clock face. The building is set against a clear blue sky. The foreground is partially obscured by a large, semi-transparent blue graphic element that curves across the bottom right. The text is overlaid on the right side of the image.

# PROPOSED 2023 TO 2027 YORK REGION PLAN TO SUPPORT SENIORS



SPECIAL MEETING OF COUNCIL — OCTOBER 5, 2023  
PRESENTED TO YORK REGIONAL COUNCIL

The logo for York Region, featuring a stylized white bird or wing icon above the text "York Region" in a white serif font.

*York Region*

# Spotlighting Actions of Four Priority Areas

# 2023 to 2027 York Region Plan to Support Seniors: Proposed Directions

 <b>PRIORITY AREA</b>	 <b>OBJECTIVE</b>
<b>Keeping Seniors Healthier, Longer</b>	To provide seniors, caregivers and staff information that helps seniors improve physical activity and social connectedness and slow decline or prevent chronic disease
<b>Supporting Seniors to Live in Age-Friendly Complete Communities</b>	To better integrate services for seniors
<b>Connecting Seniors/Caregivers to the Right Programs and Services at Right Times</b>	To improve system navigation for seniors
<b>Improving the Coordination, Organization and Planning of Services for Seniors</b>	To better collaborate on and support strategic improvements for the overall system supporting seniors

**NOTE:** Learnings and experiences from the **pandemic** were also considered in the analysis and planning



## Keeping seniors healthier, longer



### **Objective**

To provide seniors, caregivers and staff information that helps seniors improve physical activity and social connectedness and slow decline or prevent chronic disease

\*Refer to Table of Actions in Memo on page 14 of Appendix B

### **Spotlight Action**

Public Works Communications Campaigns

# Communicate information about Public Works services to raise awareness to help seniors stay healthy and connected



## Deliverables

- Public Works campaigns targeted towards seniors

## Performance Measures

- Number of campaigns total
- Number of campaigns in fiscal year
- Seniors Cluster Table engaged on types of campaign
- York Region Accessibility Advisory Committee engaged on types of campaign
- Number of other campaigns that were assisted by YRT
- Ontario Health Team engaged (where applicable)



# Providing information directly to seniors



- Proactive communication and engagement using print and digital options
- Accessibility, equity and diversity focus
- Sharing information through municipal partners and key stakeholders
- Connecting programs and services
- Transit orientation and one-on-one travel training
- Seniors Fairs

# Meeting seniors needs



- Mobility On-Request 65+ specifically designed for seniors aged 65 or older
- Available across York Region with no application required
- YRT marked vehicle will come to your home and drive you to your desired location within 5km of your home. (e.g. grocery store, doctor's office, pharmacy)
- Mobility aids such as walkers and wheelchairs are accommodated



# Supporting Seniors to Live in Age-Friendly Complete Communities



## **Objective**

To better integrate services for seniors

\*Refer to Table of Actions in Memo on pages 14 and 15 of Appendix B

## **Spotlight Action:**

Develop policies and programs that link the built environment to healthy aging



# Develop policies and programs that link the built environment to healthy aging



## Deliverables

- Public Health will engage in health promotion activities and support the inclusion of health outcomes for all ages (including seniors) in Regional and municipal community and transportation planning connecting built environment and healthy aging

## Performance Measures

- Number of times age-friendly complete communities' policies and plans, or health supportive tools were reviewed or contributed to
- Number of municipalities consulted
- Number of networks and advisory committees participated on

# Complete Communities



NEIGHBOURHOOD  
DESIGN



Support convenient access to amenities



TRANSPORTATION  
NETWORKS



Provide transportation options and mitigate climate change



NATURAL  
ENVIRONMENTS



Increase access to green spaces for outdoor recreation



FOOD  
SYSTEMS



Support equitable access to nutritious and affordable food



HOUSING

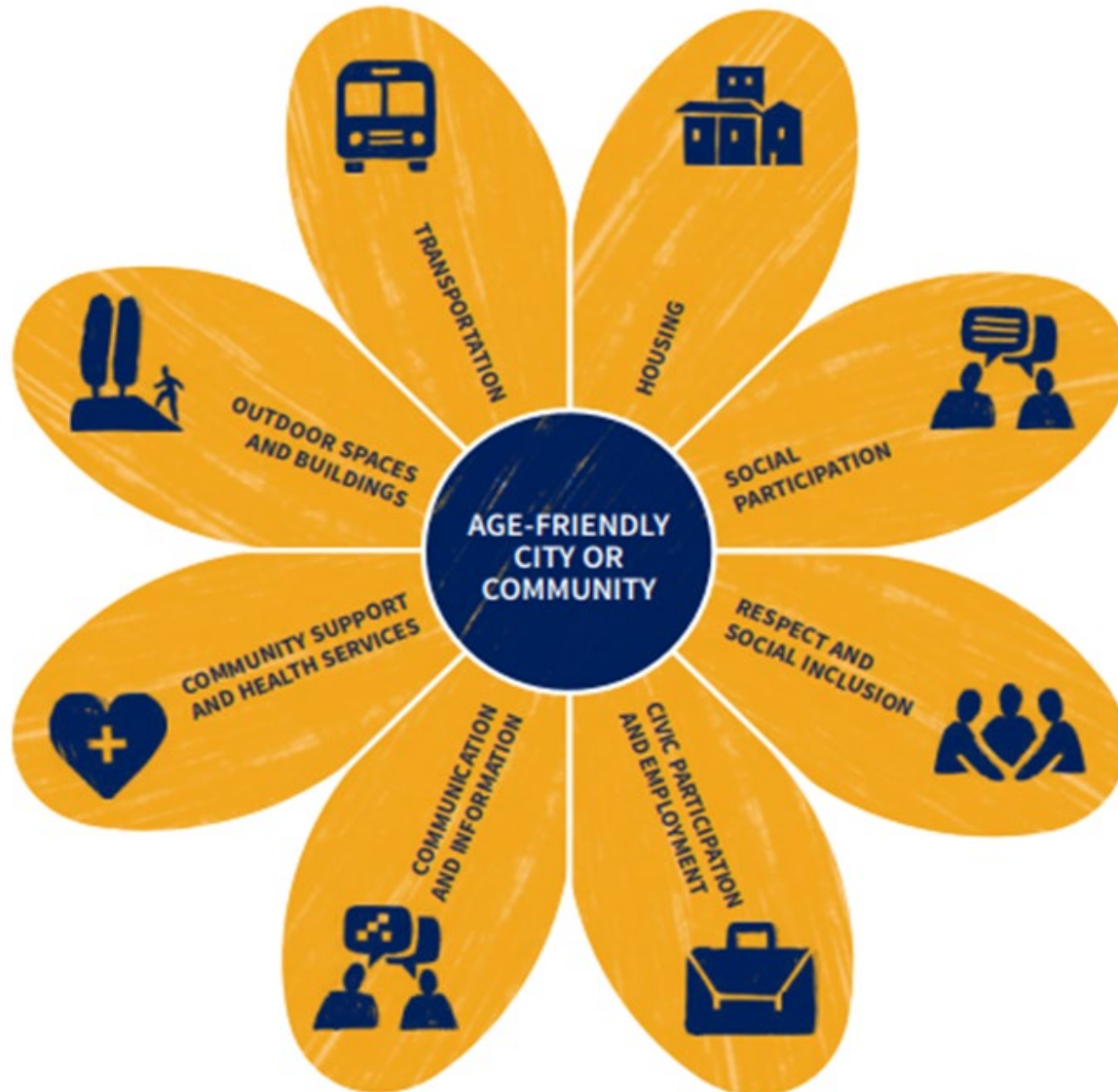


Provide low carbon, affordable housing options



- **Most seniors prefer to age in place** – to stay in their own home as they grow older or in a more appropriate home in the same community
- **Keep seniors healthier, longer** – as seniors get older they are more likely to develop chronic health conditions and issues with mobility
- **Age-Friendly Complete Communities support seniors to age in place through:**
  - Innovative and affordable housing options
  - Movement around the neighbourhood as conveniently and independently as possible
  - Easily accessible support services
  - Easily accessible amenities

# World Health Organization Age-Friendly Domains of Action



## WHO Age Friendly Domains of Action

- Communication and Information
- Community Support and Health Services
- Civic Participation and Employment
- Housing
- Outdoor Spaces and Buildings
- Respect and Social Inclusion
- Social Participation
- Transportation

Source: [National programmes for age-friendly cities and communities: a guide](#). Geneva: World Health Organization; 2023.

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# Connecting Seniors and Caregivers to Right Programs and Services at Right Times



## Objective

To improve system navigation for seniors

\*Refer to Actions in Memo on pages 15 and 16 in Appendix B

## Spotlight Actions

Subsidized Housing Applicants and Access York

# Help connect subsidized housing applicants to available programs and resources while they wait for housing



## Deliverables

- Methodology and work plan developed for piloting tools and processes to connect wait list applicants to resources while they wait
- Tracking tools developed to measure pilot progress

## Performance Measures

- Number of seniors assisted
- Number of clients assisted

# Help connect subsidized housing applicants to available programs and resources while they wait for housing



## Context

- In 2022:
  - 38% of wait list applicants were seniors (60+)
  - Seniors waited just over 8 years for housing
- While we continue to focus on building community housing and delivering portable rent benefits, new opportunity to connect applicants to supportive programs while they wait for housing
- As a first step, we launched financial empowerment workshop series to support targeted financial needs assessments, literacy and empowerment tools
- First workshop was held in September 2023

# Access York Roadmap & Vision



Access York reception  
at 17150 Yonge St, Town of Newmarket



Access York reception  
at The Link, Town of Georgina



# Promote Access York as central access point for York Region and community resources



## Deliverables

- Establish plan to promote Access York
- Develop communication material
- Implement the plan
- Evaluate and enhance based on feedback

## Performance Measures

- Number of new communication ways used to promote Access York.



# Collaborate with OHT Partners to develop an access and navigation model



## Ontario Health Teams (OHT) in York Region

- Southlake Community Ontario Health,
- Eastern York Region and North Durham Ontario Health (EYRND) team, and
- Western York Ontario Health Team

## Deliverables

- Collaborate on the EYRND Access and Navigation model development with OHT partners
- Pilot the Access and Navigation model at Access York
- Launch the Access and Navigation model at Access York

## Performance Measures

- Number of referrals by Access York,
- Number of unique community organization referrals with programs for seniors and caregivers

# Seniors focused self-serve tool on York Region website



## Deliverables

- Exploring available community resource tools
- Assessing appropriate tool to promote for seniors and caregivers
- Consult on usability and ease of access with seniors cluster table and seniors serving organizations, seniors and caregivers
- Share a self-serve tool for senior and caregiver services linked on york.ca
- Evaluate and enhance based on feedback

## Performance measures

- Number of seniors and caregiver services available in the self-serve tool
- Number of seniors Cluster Table engaged in tool development

# Share knowledge and training on seniors specific resources



## **Deliverables**

- Developing knowledge and training resources
- Sharing resources with Regional staff
- Evaluating and enhancing based on feedback
- Sharing resources with Local Municipal partners

## **Performance measures**

- Number of York Region staff that have received training on service navigation tools



## Improving coordination, organization and planning of services for seniors



### **Objective**

To better collaborate on and support strategic improvements for the overall system supporting seniors

\*Refer to Actions in Memo on page 16 and 17 of Appendix B

### **Spotlight Action**

Vulnerable Seniors Network (Operated through York Region, Paramedic and Seniors Services)



## Deliverables

- Implement the program
- Develop reporting system

## Performance Measures

- Number of capacity building sessions per year
- Number of seniors and pre-seniors (50 years+) identified as being at elevated risk or in crisis including homelessness
- Number of seniors and pre-seniors (50 years+) served
- From harm reduction perspective, percentage clients whose crises have stabilized as result of VSN intervention
- Percentage improvement in VSN member confidence and comfort in working with other VSN members to support vulnerable seniors in crisis

# Case Study



# VSN Pilot Membership

## Regional Municipality of York Programs and Services

### YORK REGIONAL POLICE



Seniors Safety Unit,  
Community  
Engagement and  
Well Being Bureau

### YORK REGION TRANSIT



Mobility on-Request  
65+ and Travel  
Training

### INTEGRATED BUSINESS SERVICES



Access York

### PARAMEDIC AND SENIORS SERVICES



Seniors Community  
Programs, Adult Day  
Programs, Community  
Paramedicine,  
CP@Clinic, Paramedic  
Referral Program

### STRATEGIES AND PARTNERSHIPS



Human Services  
Strategy and  
Partnerships and  
Community Development

### SOCIAL SERVICES



Homelessness  
Community Programs,  
Homelessness Prevention,  
Housing with Support,  
Emergency and Transitional  
Housing and Social Assistance

### HOUSING SERVICES



Client  
Intervention and  
Support Services

### PUBLIC HEALTH



Seniors Dental,  
Healthy Aging,  
Falls Prevention and  
Healthy Environments



# Wrap Up and Discussion

# Wrap Up

## Early 2024 (TBC)

- Council consideration of 2023 to 2027 York Region Plan to Support Seniors

# Questions?

- 1. What are your thoughts on the proposed directions and actions for the 2023 to 2027 York Region Plan to Support Seniors?**
- 2. Are there any other emerging trends to further consider?**

# THANK YOU

For more information, please contact:

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