A diverse, vibrant, caring and healthy community which empowers all individuals to age well and have opportunities to achieve their full potential.
Our Vision of an Age Friendly London

A diverse, vibrant, caring and healthy community, which empowers all individuals to age well and have opportunities to achieve their full potential.

Would you like to...

- Learn more about the Age Friendly London Network?
- Join one of our eight working groups?
- Become a member of the Network?

www.london.ca/agefriendly
email: agefriendlylondon@london.ca
Phone (519) 661-2500 Ext. 7208
What is The Age Friendly London Network?

The Age Friendly London Network (AFLN) is a community-based network responsible for implementing the *Age Friendly London: Three Year Action Plan*. The AFLN is comprised of eight working groups; one for each of the eight domains of age-friendliness. These domains are:

1. Outdoor Spaces & Buildings
2. Transportation
3. Housing
4. Social Participation
5. Respect & Social Inclusion
6. Civic Participation & Employment
7. Communication & Information
8. Community Support & Health Services

The eight working groups represent the aspects of the physical and social environment that impact our ability to age actively and maintain independence. By implementing the 37 strategies in the Action Plan across these domains, we help create the conditions for widespread community impact and improved quality of life.

The AFLN is happy to celebrate our second year of implementing the *Three Year Action Plan*. We are proud of our diverse membership including older adults, caregivers, baby boomers, and representatives from over 80 organizations, agencies, and businesses. Membership is open and anyone can join at any time.

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**Age Friendly London: Our History**

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td>2005</td>
<td>Working Together to Support London’s Seniors Community Action Plan</td>
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<td>2007</td>
<td>WHO <em>Global Age Friendly Cities: A Guide</em> is released</td>
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<td>2007</td>
<td>City Council’s Creative City Committee launches Working Group on Age Friendly Cities</td>
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<td>2010</td>
<td>London joins World Health Organization (WHO) Global Network of Age Friendly Cities</td>
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<td>2010</td>
<td>First Age Friendly London Conference</td>
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<td>2010</td>
<td>Age Friendly London: First Report to the Community</td>
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<td>2011</td>
<td>Age Friendly London Task Force is launched</td>
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<td>2012</td>
<td>Age Friendly London: A Three Year Action Plan</td>
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<tr>
<td>2013</td>
<td>Age Friendly London Network is launched</td>
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<tr>
<td>2014</td>
<td>Celebrated First Year of Action Plan Implementation</td>
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<tr>
<td>2015</td>
<td>Celebrated Second Year of Action Plan Implementation</td>
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Our Second Year In Review
The second year of the AFLN Action Plan implementation has shown exciting new partnerships and growth. For the eight working groups, the past year has provided opportunities to create new resources, hold workshops and events, recruit new members, connect with other organizations, and work collaboratively to achieve meaningful progress on our Action Plan strategies.

Creating an Age Friendly London: Sharing Our Story
We have had the opportunity to share our story and raise awareness of the AFLN through a variety of community events and meetings over the past year. As a leader in Age Friendly Communities, we have also been invited to present at conferences and visit other communities to talk about our work. Here is a list of some of the events in which the AFLN participated in the past year:

- Adopt-a-Park 2014 Launch
- Minister Mario Sergio’s Age Friendly City Planning Grant Funding Announcement
- Ontario Parks Association Annual Forum
- Parks and Recreation Ontario 2015 Conference
- Connecting Neighbourhoods Workshop, hosted by the Old East Village Community Association & Public Sociology at Western University
- Seniors & Healthcare event hosted by MP Irene Mathyssen and the Canadian Medical Association
- Society for Learning in Retirement: Annual General Meeting
- Presentation to the City of Burlington Capital Works Department
- The Age Friendly London Conference
- REXPO Conference
- 29th Annual Geriatric Medicine Refresher Day
- London/Middlesex Geriatric Cooperative Meeting
- World Elder Abuse Awareness - Empowerment & Education Day
- Member of the Southern Ontario Age Friendly Communities Network
Sharing Our Story:
In Pictures
Our Year Two Accomplishments

- Continued to promote Clean & Green and Adopt-a-Park, Adopt-a-Street, and Adopt-a-ESA initiatives at community events
- Provided input on new or repurposed community centres, such as the Southwest Multi-Purpose Recreation Facility, and the East Community Centre at East Lions Park
- Providing input on the Parks & Recreation Master Plan update
- 377 parks scored using the Age Friendly Checklist
- Working with Environmental Programs to encourage sharing and safety of pathways
- Partnered with *in motion*™ initiative to promote the use of parks and trails during winter through social media
- 31 new Age-friendly benches (with arms) installed in parks and along trails in 2014-2015
- Developed new directional signage and new guidelines for way-finding in parks and along trails, to make it easier to find washrooms, hours of operation, and other amenities
- Developing an Age Friendly Business checklist and resource guide (ongoing)
- Provided input on the Community Gardens Strategic Plan
- Two new gardens (with raised garden beds) at the Kiwanis Seniors’ Centre and Hamilton Road Seniors’ Centre
- Raised garden beds and benches available upon request in all community gardens
Outdoor Spaces & Buildings

What are we working on in Year 3?

New Multi-Purpose Recreation Facilities
- Continue to advocate for and monitor new constructions and projects

Age Friendly Business
- Finalize the Age Friendly Business Checklist and resources and educate businesses on becoming Age Friendly
- Develop recognition system for Age Friendly Businesses

Age Friendly Parks
- Continue to improve park amenities and accessibility using the checklist
- Work with the Active & Green Communities initiative to increase physical and social participation

Community Gardens
- Continue to support an increase the number of community gardens

Walkability of Sidewalks & Trails
- Investigate creation of winter walking conditions bulletin
- Investigate new site plan standards to require more benches in new developments

DID YOU KNOW?
London has 441 parks and 160 km of asphalt recreational pathways
Our Year Two Accomplishments

- Developing a multi-language guide to help older adults use the London Transit Commission (LTC) bus system (Western University Student Project through Community Engaged Learning) (ongoing)
- Obtained a grant through the RBC Collaborative Community Project fund to print and translate the guide
- Testing the resource guide with older adults through a “Bus Buddy” program, where students ride the bus along with an older adult (ongoing)
- Held London Transit Town Hall meetings and encourage older adult participation
- Participated in and promoted the Let’s Talk Transit online survey (fall-winter 2014) and Public Open House held on April 8 2015
- Participating in Shift – London’s Rapid Transit initiative, providing input on potential corridors and routes (ongoing)
- Provided input on the London ON Bikes Cycling Master Plan, through an “age friendly” lens that addresses the needs and preferences of older adults
- Consulted with the Accessibility Advisory Committee on public education and new videos on accessible parking and training for taxi cab drivers
- Advocated for improved accessible parking around parks and businesses

DID YOU KNOW?

There is a total of 320+ km of cycling facilities in London NOW!
Transportation

What are we working on in Year 3?

SHIFT – London Rapid Transit Initiative
• Continuing to provide input on the London SHIFT initiative and promote awareness of SHIFT in the community

Increase Awareness of Transportation Options & Supports
• Distribute multi-language resource to help older adults and newcomers use the LTC Bus system
• Raise awareness of alternative transportation options with our community partners, such as Specialized Transit Services, Meals-on-Wheels, and others

Improving Bus Stop Amenities
• Continue to review existing system to improve amenities at bus stops, including benches, shelters, pads, and information displays

Encouraging Safe & Active Transportation
• Continue to engage older adults in the London ON Bikes Cycling Master Plan Process.

DID YOU KNOW?
The entire London Transit Commission bus fleet is fully accessible

“As a staff member of the City of London, the Age Friendly Network gives me a unique opportunity to work cooperatively with involved citizens who are interested in making the City a better place.”
-Doug MacRae
Our Year Two Accomplishments

- Released new Social & Affordable Housing Directory for Seniors and continue to update directory
- Completed review of potential housing models for seniors and summarized group recommendations
- Collaborated with the Centre for Equality Rights in Accommodation (CERA) to hold two workshops on housing rights for seniors (April 2015)
- Commented on 10 year Homeless Prevention & Housing Plan update
- Provided feedback on Long-Term Affordable Housing Strategy
- Participated in the annual National Housing Day event
What are we working on in Year 3?

**Advocating for Housing Options** – Based on the results of the review of housing models, advocate for housing best practices for older adults with builders and developers.

**New Resources on Housing Rights** – Continue to work with CERA to develop a toolkit of peer-to-peer housing resources for seniors.

**Public Awareness of Housing Options** - Implement a communication strategy to inform community of the Housing Directory and housing options.

**Homeless Prevention & Housing Plan** – Continue to ensure older adults participate in Plan updates.

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**DID YOU KNOW?**

In London households headed by seniors (65+):
- 69.1% are owned
- 30.9% are rented

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“As a member the Age Friendly Network I am so lucky to be working with such great people, and I am so proud of all that has been accomplished to make London a great place for older people to live.”

-Marnie Sherritt
Social Participation

Our Year Two Accomplishments

- Advertised the Age Friendly amenities of community centres, facilities, and gathering places
- Distributed information on older adult programming through the AFLN working groups, Seniors’ Satellites and the Senior Neighbourhood Advisory Councils (SNACs), to make it easier to find recreation, leisure, and social programs in your neighbourhood.
- Helped plan and implement the 3rd Age Friendly London Conference, hosted by the Council for London Seniors
- Further refined the Fitness to Frailty index to make it easier for older adults to find programs that suit their abilities and needs
- Made new connections with events and organizations such as the London Celebrates Canada 150th Anniversary Committee, the Creative Age Festival, and Doors Open and Culture Days London, to promote cultural programming and encourage participation
- Facilitated new collaborations with building managers to provide more programming for older adults
- Expanded Third Age Outreach programs into seniors buildings in London
- Expanded the Leisure Education Awareness Program (LEAP) to new organizations
Social Participation

What are we working on in Year 3?

**Expanding SNACs** – Continue to investigate opportunities to expand Senior Neighbourhood Advisory Councils (SNACs) to other neighbourhoods

**Age Friendly London Conference** – Continue the annual Age Friendly London Conference

**Support for Isolated Seniors** – Investigate potential mentoring program for isolated seniors

**Investigate Barriers to Participation** - Determine barriers to participation of isolated seniors through research
Respect & Social Inclusion

Our Year Two Accomplishments

- Encouraged new intergenerational gardening opportunities at seniors’ centres and through community gardens
- Held “Stop Ageism” events including public education & awareness, displays, and free movie screenings
- Nominated an outstanding local senior athlete for the in motion™ Everyday Champion award
- Nominated an amazing London senior for the Ontario Seniors’ Achievement Award
- Raised awareness of awards for seniors, such as the Senior of the Year Award, the Seniors Achievement Award, Volunteer Service Awards, and others

“As a member of one of the Age Friendly London working groups I am continually impressed with the number of people who are volunteering their time and are interested and engaged in this process. There is a lot of work to be done but the good news is there is a lot of will and resources to make it happen.”

-Vicki Mayer
Respect & Social Inclusion

What are we working on in Year 3?

**Change Stereotypes** – Continue and expand campaign to change the stereotype of seniors and stop ageism

**Education Sessions** - Implement new education series on how to support aging family members

**Ageism in Healthcare** – Develop a strategy to deal with ageism in the healthcare industry and with health professionals

**Recognizing Older Adults** – Advocate for a seniors category on Mayor’s Honour List and continue to improve recognition and acknowledgement of older adults

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Civic Participation & Employment

Our Year Two Accomplishments

- Continue to promote volunteer opportunities for older adults through our member organizations and with our public awareness video
- Surveyed members of the Employment Sector Council to determine what services they offer to support mature workers
- Created an inventory of employment resources
- Recruited new working group members who represent employment support agencies
- Hosted a Mayoral Candidate Debate with the Council for London Seniors and the Canadian Association of Retired Persons (CARP)
- Raised awareness of accessible voting options through information networks and community events

“A lot has been accomplished in the past two years. We have identified needs and found ways to accommodate those needs. As a group we have come together from diverse backgrounds, representing individuals and organizations. Two years later we have formed a strong bond that enables us to complete our task, to serve the community in terms of Community Support and Health Services for residents of London.”

Sue Barnes
Civic Participation & Employment

What are we working on in Year 3?

**Civic Engagement** – Continue to encourage senior participation in municipal, provincial, and federal elections

**Access to Employment Supports** - Update the Experience Works employment resources for mature works and employers

**Turn a Hobby into a Business** - Implement workshops to help older adults turn a hobby into a business

**Training Opportunities** – Work with community partners to identify peer-training opportunities for mature workers and older adults

“‘Give a little - Get a lot’. That's my experience after one year with AFLN. As a retired senior, I am energized by working with others like myself, and with professionals active in various fields - in a forum where our ideas are heard and respected. “

-Katrice Barton-Coward
Communication & Information

Our Year Two Accomplishments

- Continue to promote the SouthWestHealthline.ca/Information London and 211 Ontario as the “Go-to” places for information for older adults
- Partnered with the SouthWestHealthline.ca to provide education to AFLN working group members (both older adults and agencies) on using key information resources
- Educated service providers (through meetings and information sessions) on how to effectively connect with older adult audiences through information resources like The SouthwestHealthline.ca, Information London, Seniors Helpline, and 211 Ontario.
- Worked with AFLN members to improve access to their program information through AFLN and community events
- Participating in the Age Friendly Business group to develop Age Friendly guidelines that can also be useful to agencies and organizations
- Held a training workshop with the SouthWestHealthline.ca to teach service providers how to make the most of their SouthWestHealthline.ca profiles
- Created a new Age Friendly London Network group on Health Chat so that AFLN members can share information on meetings and events
- Continue to encourage local newspapers, radio stations, and television to devote time to Age Friendly programming
- Attended 15 community events, conferences, and meetings to raise awareness of the Age Friendly London initiative
Communication & Information

What are we working on in Year 3?

**Promoting Information** – Increase use of existing infrastructure and space to promote information

**Create Networking Opportunities** – Establish a Community of Practice of older adult service providers

**Age Friendly Designation for Service Providers** – Implement Age Friendly guidelines for agencies, organizations, and service providers

**Engage Local Media** – Continue to engage local television and radio to devote time for older adult programming and advertising.

"Being part of the AFLN has been a very rewarding experience. Many ‘relatively’ easy fixes can make a difference!"

-Jean Knight
Community Support & Health Services

Our Year Two Accomplishments

- Continue to promote resources for caregivers through The Caregiver Exchange and respite care
- Investigated new options for telephone check-in services for older adults
- Increased awareness of multiple services that can be found on the SouthWestHealthline.ca/Information London, 211 Ontario, Seniors Helpline, and through the Community Care Access Centre (CCAC)
- Forged new connections with the London-Middlesex Emergency Medical Services (EMS) Community Paramedicine Program to help ensure that older adults get access to the health services and community supports that they need
- Raised awareness of the Senior Friendly Hospital Framework and strengthened connections to care provision in the community, in particular Behavioural Supports Ontario
- Connected with health care provider networks in London, such as the Community Support Services Network, Geriatric Cooperative and the Long Term Care Network to raise awareness of the AFLN and advocate for older adult interests.
- Distributed the Council for London Seniors brochure on how to navigate the hospital system
- Raised awareness of the Community Care Access Centre (CCAC) Self-Managed Care Program, so that more older adults can access these resources
Community Support & Health Services

What are we working on in Year 3?

Better Home & Health Supports – Continue to advocate Provincial and Federal governments for better home and health supports for older adults

Services for Isolated Older Adults – Implement a check in service for isolated older adults

Senior Friendly Hospital Framework – Continue to monitor implementation of the Senior Friendly Hospital Framework

Improved Experience of Healthcare System – Develop mechanism for greater integration of older adult service providers

DID YOU KNOW?

According to the Canadian Community Health Survey for the Middlesex London Health Unit region (2014):

- 97.7% of seniors reported having a regular medical doctor
- 50% of seniors perceived their health to be very good or excellent
- 71.5% of seniors perceived their mental health to be very good or excellent

“It is not true that people stop pursuing dreams because they grow old—they grow old because they stop pursuing dreams.”

-Gabriel García Márquez.
The Older Adult Population in London

In 2011, 14.7% of the population was aged 65 and over.

By 2036, it is projected that 22.5% of the population will be aged 65 and over.

Self-Rated Well Being

Of seniors (65+) in the Middlesex London Health Unit Region:\n
- **94.8%** report being satisfied or very satisfied with life
- **70.6%** reported a somewhat strong or very strong sense of community
- **5.1%** report quite a lot of stress in life

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1Statistics Canada, Table 105-0501 – Health Indicator Profile, Annual Estimates, by age group and sex, Canada, provinces, territories, health regions (2013 boundaries) and peer groups, occasional. CANSIM (database), 2014.
“When a team outgrows individual performance and learns team confidence, excellence becomes a reality.”

-Joe Paterno

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