Agenda – Executive Policy Committee – March 19, 2009

REPORTS

Item No. 2 Mayor's Seniors Advisory Committee – Recommendations
eFile CR-5

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On January 21, 2009, the Executive Policy Committee referred the recommendations from the Mayor's Seniors Advisory Committee to the Winnipeg Public Service for report back in 60 days.

DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On January 21, 2009, the Executive Policy Committee referred the recommendations from the Mayor's Seniors Advisory Committee to the Winnipeg Public Service for report back in 60 days.

On January 21, 2009, the Mayor's Seniors Advisory Committee submits its report dated November 17, 2008, for consideration of the Executive Policy Committee.

Mission Statement

The Senior Advisory Committee accepts the Age Friendly City concept as defined by the World Health Organization to be:

" In an age-friendly community, policies, services and structures related to the physical and social environment are designed to support and enable older people to 'age actively' – that is, to live in security, enjoy good health and continue to participate fully in society."

Public and commercial settings and services are made accessible to accommodate varying levels of ability. Age-friendly service providers, public officials, community leaders, faith leaders and business people:

- Recognize the great diversity among older persons,
- Promote their inclusion and contribution in all areas of community life,
- Respect their decisions and lifestyle choices,
- Anticipate and respond flexibly to age-related needs and preferences.

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The Year in Review

The Winnipeg Seniors Advisory Committee was formed in October 2007, composed of twelve volunteer citizens, Council representative Grant Nordman; Senior Committee Clerk, Marc Pittet; Policy Analyst EPC Secretariat, Sara MacArthur

Mandate: to provide advice and recommendations to the Mayor on municipal issues such as transportation, safety, accessibility, and recreational and social programming.

- Our initial task: to clarify our mandate, agree upon terms of reference and operating procedures. We reached consensus quickly, elected co- chairs and have held 10 full committee meetings to date.

- Our focus themes:
  Recreational and Social Programming
  Transportation
  Accessibility
  Housing
  Neighborhood safety

- Our immediate priority themes: recreational and social programming and transportation. We formed ad-hoc subcommittees to research issues. The subcommittees meet regularly. We proposed six recommendations to be submitted to the Mayor for consideration and response.

- We have completed the terms of reference for the Mayor's Senior of the Year Awards. (Appendix One)

- We have initiated the design for the Seniors Advisory Committee website for posting on the City of Winnipeg website. (Appendix Two)

- Discussions have covered a number of **additiona**l issues:
  How to define a senior
  What is the most appropriate terminology to use
  Which issues are joint government responsibilities and which fall primarily within the mandate of the City.
  The possibility of a City of Winnipeg Seniors Day event

- **Presentations** made to our committee included:
  1) "City Hall 101" - Sara MacArthur

  2) "City Clerk Decision-making information system" – Marc Pittet

  3) "Seniors Advisory committees - comparative overview" - Sara MacArthur

  4) "Recreation, Education and Social activities"
  Dan Prokopchuk, Manager, Community Services Department
  Rose Ann Mackinnon, Recreation coordinator, Community Services Department

  5) "Library Services for Seniors - older active adults' recreation programs"
  Rick Walker, Manager, Community Services Department
  Kathleen Williams, Administrative Coordinator, Adult Programming, Community Services Department

  6) "Age Friendly Cities Initiative"
  Verena Menec, Principal Investigator, Community Health Sciences, U of MB
  Alexander Segall, Co-Investigator, Sociology, U of MB
  Jim Hamilton, Special Advisor, Public Health Agency of Canada

  7) "Transportation One"
  Gina Sylvestre, Institute of Urban studies,
  Helen Quinn, Seniors Transportation Working Group

  8) "Transportation Two"
  Jonathan Borland, Supervisor Transit Information, Wpg Transit Department

  9) "Handi Transit"
  Catherine Caldwell, Manager, Handi Transit, Winnipeg Transit Department

- **Printed Resources** provided to our committee included:

  "Age Friendly Cities: A Guide", World Health Organization, 2007

  "Embracing the Challenge of Aging": Special Senate Committee on Aging, 2007

  "Community Health Advisory Council Report", 2005

  Support Services to Seniors" (WRHA), 2007

  "Mobility Options for the Aging Population of Manitoba: an action plan for regional solutions – executive summary", 2007

  "Leisure Guide", 2008

  "Action plan for Seniors Transportation in Manitoba – strategic priorities", 2008

  "Becoming an Age Friendly Community", 2008

  "Trends Report", 2007

  "Orientation to the City of Winnipeg" – Mayor's Seniors Advisory Committee, 2007

Our priorities to date:

1) Transportation

a) DART Service

Background:
The DART service provides request bus services to residents in selected areas of South and South East Winnipeg. There are four bus routes currently servicing these areas:

DART 101 –St Amant to Plaza Drive
DART 102 – Southdale to Island Lakes
DART 109 - St Norbert
DART 110 – St Boniface

The service is designed to run during off peak hours only. Users can phone and speak directly to a bus operator to arrange pick up from their home to or from a transfer connection. All DART buses are low floor buses, and therefore easy access

DART service operates in the South end of the city only as pick up points are not as readily accessible as the north end. Ridership on regularly scheduled buses is higher in the north end as the bus stops are more accessible.

Winnipeg Transit's website offers comprehensive information on this bus service. An information line is open for further inquiries. DART is also advertised on the Transit Buses.

Transportation has been identified as one of the essential features in **The Global Age Friendly Cities Project** completed by the World Health Organization.
One of the key requirements, contained in the document, is: "Complete and accessible information is provided to users about routes, schedules and special needs facilities".

Although the DART service is advertised on Winnipeg Transit's website, many seniors, in the DART service communities, particularly isolated seniors, remain unaware of this valuable means of transportation. Some lack access to computers and therefore rely on printed information reaching their homes.

Recommendation 1:
That the DART service be promoted/ advertised widely to households in the communities it is now servicing.

b) Senior Travel Training Program

Background
Currently, the City has 305 easy access low floor buses. Winnipeg Transit's web page indicates: "These buses have several new features to make transit accessible to all Winnipeg residents". New features include electric ramps and priority accessible seating.

These easy access buses serve several daily routes. On Saturday and Sunday all service is easy access.

At the September 15, 2008 meeting of the Mayor's Senior Advisory Committee a presentation was given by the Transit Information Supervisor. The Committee was advised of the existence of the Senior Travel Training Program which informs Seniors of the City's easy access low floor buses. Training would be provided for accessing the specially equipped buses, such as boarding buses and securing the wheelchair or scooter.

In the past Winnipeg Transit has employed a Travel Trainer who has met with individuals to instruct them on accessing Winnipeg's easy access low floor buses. In addition a Transit staff person will meet with groups of 10 -20 people to discuss accessing all of Winnipeg Transit's options for travel.

Transportation has been identified as one of the essential features in **The Global Age Friendly Cities Project** completed by the World Health Organization.

A key essential noted in the **Global Age Friendly Cities Project** is "Complete and accessible information is provided to users about routes, schedules and special needs facilities".

Provincially, A Seniors Transportation Working Group which represents service agencies and interested seniors was formed in 2000 to respond to concerns about serious difficulties experienced by older adults in accessing mobility resources. They noted the importance of public awareness campaigns. They also indicated in their **Action Plan for Seniors Transportation in Manitoba** the need to "support Transit on

Age Friendly initiatives including GPS technology".

Many Winnipeg seniors and senior serving agencies remain unaware of the availability of these training sessions.

Recommendation 2:
That Winnipeg Transit annually promote and advertise the Senior Travel Training Program and the Senior Travel Training Program with mobility devices, to the organizations and agencies listed in Appendix Three.

2) Recreation and Social Programming

a) Communication

Background:
One of the key essentials to "Age Friendly" which needs to be addressed is that of communication. **The Global Age Friendly City's Project** stipulates that "good information about activities and events" be disseminated. Also noted is "a basic, effective communication system reaches community residents of all ages"

Recommendation 3:
That City staff use a variety of ways to advertise programs which would reach the maximum number of Seniors.

b) Seniors Advisory Committee website

Background
The sub committee's discussion of the purpose of the website ranged from being a portal to connect with all senior-related programs and information to a chartroom page, question and response site, platform to introduce city policies such as recycling information, or a place to provide information, minutes, activities of the committee.

Recommendation 4:
That the SAC website be used as a communication link to access all things of interest that the City provides to Seniors. (Appendix Two)

c) The Leisure Guide

Background
It is produced by the City of Winnipeg's Recreation Department and offers important information to older adults. Classes include: fitness, dance, tai chi, pilates and yoga. Courses include painting, cooking, pottery and woodworking.
The Leisure Guide offers a free lecture series on such topics as joint replacement, scleroderma, arthritis and lupus.

Older adults recognize there is a social benefit to each of the programs offered through the Leisure Guide. Each program offers older adults the opportunity to meet

other seniors, to become engaged in community activities, to make new friendships and expand their horizons.

The Global Age Friendly Cities Project notes: "Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type".

Many older adults find it difficult or are unable to read the fine print in the Leisure Guide.

Recommendation 5:
That the layout, readability and accessibility of the Leisure Guide be modified so that it is easier for older adults to find and register for activities.

d) Winnipeg Library Services Branch

Background
The Branch offers a number of excellent options to enable seniors, particularly isolated or disabled seniors to access many of the programs through their Homebound Program. The Homebound Program offers services such as:

- Volunteers who deliver and return books for a homebound reader. Volunteers also provide socialization and a sense of community for the homebound.
- Van service that is used to deliver large print material to Seniors residences every four weeks. The focus is on residences that house at least one hundred residents many of whom are mobility challenged. Residents are able to check out the books and materials on their own library card.
- Books are provided to seven personal care homes by library staff. The institution picks up the new books and material and returns them to the library every four to six months.

In addition the library offers:

- Large print materials, talking books and books from CNIB.
- Online services Such as Music, Ancestry Plus, Canadian newsstands material.
- E books and E Audio books, DVD's CD's.
- Tours and orientations for seniors' groups (Adult Day Clubs, Senior Centres) at the Millennium Library.
- Computer courses.
- Book a librarian for speakers series.
- Book clubs.

These wonderful services provided by the library address many of the positive essential features of Age Friendly Cities, namely:

- Gatherings including older people are held in various local community spots including libraries, schools, community centres etc.
- Venues for events and activities are conveniently located, accessible, well lit and easily reached by public transport.
- Activities and attractions are affordable, with no hidden or additional participation costs.

Expansion of the computer training and other senior-friendly programs would be desirable, with emphasis put on easy access to registration and scheduling.

Many Winnipeg seniors and senior serving agencies remain unaware of these valuable services.

Recommendation 6:
That the Library Services Branch promote and advertise their resources for older adults to Seniors Serving Organizations, as listed in Appendix Three.

Further work of the Seniors Advisory Committee will include the following:

- Be involved in Plan Winnipeg
- Gather information from other cities on how they promote programming opportunities for older adults.
- Continue to monitor the need for affordable, safe, accessible housing in our City
- Gather information on our other priorities: Neighbourhood Safety and Accessibility.
- Receive and review the Census 2006 demographic data as soon as it is available.

Conclusion

The Seniors Advisory Committee has enjoyed the opportunity to learn about the City and its programs. We have appreciated the support provided to the committee to date. It would be our hope that the Mayor's Office will communicate with the City of Winnipeg Senior Serving Organizations, as listed in Appendix Three, and encourage awareness and support of the programs and services offered by the City.

As of November 17, 2008

APPENDIX ONE

Winnipeg Senior of the Year 2009

Do you know a Senior (60 years or older) who has made a difference in your life or the life of others?

If you know a Senior who has made a difference in any of these areas, nominate them for the Senior of the Year Award.

Active Living (Fitness, Recreation, Sports)



- participated in sports, gardening, recreation, education/learning, and other active living initiatives
  - won the Manitoba Seniors Games
  - learned a new sport after age 60
  - supported active living in the community (e.g. organizing events, being an ongoing judge in a competition, instructing an activity).

Arts & Literature

- participated in the arts (visual and performing arts, literary arts, and other artistic endeavors).
  - learned/participated in a new art form after age 60
  - shared talents with others
  - won competitions in the field



Caregiving & Humanitarian



- cared for husband/wife or other family members including children, grandchildren and siblings
- cared for other seniors who are friends or acquaintances
- organized and led a support group

Leadership & Community Service

- inspired other people; had a vision and demonstrated great passion for achieving the vision
- very involved in the community where he/she lives
  - volunteered at schools
  - volunteered in sporting programs
  - were members of community associations
  - represented the seniors in their communities
  - were members of the Boards of Directors of non-profit organizations.



Education & General



- advocated to improve the lives of seniors or other individuals
- was very active in initiatives to protect the environment or in the political realm
- volunteered internationally after age 60

You are encouraged to include a wide range of activities which may not fit into the areas listed above and are unique.

Senior of the Year 2009

PLEASE TYPE OR PRINT CLEARLY AND COMPLETE IN FULL.

Senior Being Nominated:

First Name Last Name

Address
City/Town: WINNIPEG
Province: MANITOBA Postal Code

Telephone E-mail
Year of Birth
Senior must be born prior to 1949 to be nominated (60 years or older).

Nomination Submitted By:

First Name
Last Name
Address
City/Town
Province Postal Code
Telephone E-mail

Do you represent a group/organization? ____ Yes ____ No
If yes, which one?

Signature of Nominator: **Date**
Birth Year (Nominator must be 18 years or younger):

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Please note that the selection of award recipients is based solely on information provided in the nomination package. It is therefore important that all materials in the package be complete.

Please include the following in your submission:

1. Tell us why you are nominating this senior? (1-2 sentences)

2. Describe the Senior you are nominating in detail, including any background or historical information.

3. Describe the accomplishments of the Senior, including any extraordinary circumstances or challenges the he/she faced.

4. Describe how these accomplishments have touched the lives of others or the life of the senior being nominated.

5. How long have you known the nominee?

Additional Material (optional)

List any additional material provided to support this nomination. For example, letters of support from others who know the Senior, publications, media stories, etc.

NOTE: Please submit materials in 8-1/2" x 11" format. Please do not send originals of important or official documents, as they will not be returned.

Please submit signed nomination form and support materials to:

Mayor's Senior of the Year Award
Mayor's Office
Council Building
510 Main Street
Winnipeg, MB
R3B 1B9

DEADLINE - Completed forms must be received by May 1, 2009

APPENDIX TWO - Mayor's Senior Advisory Committee website

APPENDIX THREE

Seniors Serving Organizations in the City of Winnipeg

- Bleak House
- Brooklands Pioneer Senior Citizens Club
- Charleswood Senior Centre
- Club Eclipse
- Creative Retirement Manitoba
- Crescentwood Community Club
- Dufferin Seniors Club
- Elmwood East Kildonan Retired Citizens Association
- Golden Rule Seniors Club
- Good Neighbours Senior Centre
- Gwen Secter Creative Living Centre
- North Centennial Senior Centre
- Robert A. Steen Community Club
- St. James Assiniboia Senior Centre
- Transcona Senior Centre
- St. Vital Senior's Centre
- Age & Opportunity Centre (main office)
- Rady JCC 55+ Programming (Rose & Max Rady Jewish Community Centre)
- Boni-Vital Council for Seniors
- Broadway Seniors Resource Council
- Downtown Seniors Resource Council of Winnipeg
- Fort Garry Seniors Resource Council
- Keewatin/Inkster Neighbourhood Resource Council for Seniors
- Middlechurch Home of Winnipeg, Community Services for Seniors Council
- Point Douglas Seniors Coalition
- River East Council for Seniors
- Seven Oaks Seniors Links, Inc.
- South Winnipeg Seniors Resource Council
- Transcona Council for Seniors
- Manitoba Society for Seniors
- Manitoba Society of Multi-Purpose Senior Centres

As of November 17, 2008