

# Seniors Roundtable and Open House







# Seniors Programs by Recreation Services



# Seniors Clubs

- Recreation partners with 5 local senior clubs to provide programs and activities. The 5 older adult clubs are:
  - Thornhill Senior (Thornhill C.C.)
  - Older Adults in Action (22 Water Street)
  - Milliken on the Move (Milliken Mills C.C.)
  - Angus Glen Older Adults Club (Angus Glen C.C.)
  - Armadale Older Adults Club (Armadale C.C.)
- Activities and Programs within each club is operated by over 500 volunteers within Older Adult Clubs
- Clubs offer 50+ weekly activities for older adult members



# Senior Programs

- Recreation Services offers a wide variety of programming for adults 18+ - Seniors 65+ receive a 30% discount
- Senior Drop In Programs offered
  - \* Cornell – coffee talks, mahjong, yoga, pilates, Tai Chi, Line Dance, Cardio Dance, Strength and Balance, Bone Health Fitness, etc
- Local partnerships are fostered with Senior Clubs operated by an independent boards who receive Celebrate Markham Grants
- Lead the Older Adult Strategy Implementation



# Aaniin Community Hub – Senior Programs

The Aaniin Hub partners with associations from the community that provide services to seniors:

- Carefirst Seniors – Mobility Exercise
- Live and Let Live Foundation – Golden Girls Social Circle
- Loxley International Foundation – Bingo, Exercise and Dance
- Markham Tamil Organization – Seniors Programming
- Middlefield Seniors – Yoga, Social Circle and Senior Wellness
- Social Service Network (SSN) – Mobility and Zumba
- Community Family Services of Ontario – Tax Clinics
- Rose of Grandma – Dementia programming on Sensory Room Drop In





# Questions



# **Age Friendly Guidelines and Affordable Housing Strategy**

## **by Planning and Urban Design**



# City of Markham Age-Friendly Guidelines







# Why did Markham develop Age-Friendly Guidelines?

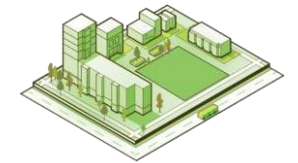
# Background and Objectives

- The Age-Friendly Guidelines were endorsed by Council in 2022
- Provide age-friendly design guidance, with focus on privately-owned low-rise, mid-rise and high-rise residential and mixed-use developments
- Address needs of young children to older adults, with focus on three scales of design: Neighbourhood, Building & Site Design and Unit
- City-wide implementation to support developers, designers and city staff in development application review, informs planning frameworks and design and construction of new parks and streetscapes





# Neighbourhood Guidelines



Neighbourhood

**How can we make our streets safer and more walkable?**

## NEIGHBOURHOOD GUIDELINES

### 1.2 Mobility and Connectivity

**Design mobility networks that encourage active transportation for all ages and abilities with connections that provide universal access to community services and facilities.**

Limited mobility options may result in difficulty accessing employment, education, healthcare, commercial amenities, and other community services. Traditionally, the users who most often struggle to move freely around their communities are children and youth, older adults, those who lack access to a personal vehicle, and members of the community who may have a disability that reduces their physical mobility.

The Guidelines in this section aim to improve transportation equity for all users by providing streets that are walkable and safe and by improving access to public transit, accessible parking, recreational trails, and micro-mobility options.



Figure 20. Trillium Park and William G. Davis Trail in Toronto.

### 1.2.1 Block and Street Network

**Design street networks to be safe and walkable with blocks that are porous for pedestrians and cyclists.**

- Complete streets should be designed that cater to the needs and comfort of all users, including pedestrians, cyclists, and persons with disabilities.
- Where possible, in new development areas, block sizes should be designed to be walkable, and where possible, should not exceed 150 metres in length. Where blocks greater than 150 metres in length are unavoidable, there should be at least one mid-block pedestrian connection.
- When retrofitting existing streets and blocks, new mid-block pedestrian connections with appropriate crossing facilities are encouraged to improve walkability, or to address pedestrian desire lines where appropriate.
- If warranted, in new development areas, controlled pedestrian crossings should be provided at least every 200 metres along collector roads, either at mid-block locations or at intersections.
- Where provided on private property, mews and woonerfs should prioritize pedestrians through varied pavement marking applications, landscaping, bollards, and where possible, varied surface materials.
- Traffic calming strategies, such as narrowed travel lanes, should be considered when designing street networks.
- Where possible, accessible sidewalks, multi-use paths, trails and bicycle networks should connect to destinations and follow key pedestrian routes.

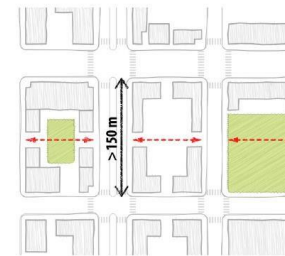


Figure 21. Mid-block pedestrian connections should be provided when blocks are greater than 150 metres in length.



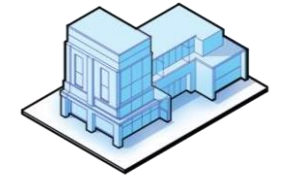
Figure 22. This multi-building development in North York provided a direct pedestrian connection through the block to improve walkability.

## Guideline Examples

- Smaller block sizes and lengths
- Mid-block pedestrian connections



# Building and Site Design Guidelines



Building & Site Design

## BUILDING AND SITE DESIGN GUIDELINES

### 2.1 Ground-Related Residential Buildings

Ground-related residential buildings, including single detached homes, townhouses, duplexes, and triplexes should be designed to accommodate the needs of children and to support aging-in-place.

An important component of age-friendly design is ensuring that new development better supports the needs of households with children and older adults at various life stages to ensure that residents can more easily age-in-place. While many of the accommodations related to aging-in-place are addressed within the unit guidelines, there are key provisions that can be secured at the building scale to support this objective.

The following guidelines provide directions on ground-related residential buildings, which include single-detached homes, townhouses, duplexes, and triplexes that have private entrances accessed from the street.



Figure 53. These townhouses are an example of ground-related residential buildings.

52 CITY OF MARKHAM

### 2.1.1 Site Design & Access

Where possible, ground-related residential buildings should be designed with no-step access to respond to reducing mobility as we age-in-place.

- Where possible, a no-step, or zero threshold should be provided to the main entry of new homes. Where this is not possible, a no-step, or zero, threshold is encouraged through a garage.
- The width of the walkway to the entry of any unit should be sufficient to allow for an individual using a mobility device, and another person who may be providing assistance, to travel side-by-side.
- Site access and entryways to both the main unit and where applicable, additional accessory units, should be well-lit to avoid risks of slipping during low-light hours.
- Where provided, shared outdoor amenity spaces should be designed to be centrally located within the development in order to promote safety and ease of access for young children and older adults.
- When ground-related homes are sited on slopes, consideration should be given to providing a secondary suite that is accessed at the rear of the building. Combined with a sloping walkway to the rear, these units can be designed to have no-step access by taking advantage of grade differences.

- See the City of Markham's Accessibility Design Guidelines for standards on accessible entrances.
- See City of Markham's Comprehensive Zoning By-Law for standards on additional accessory units and minimum amenity size for shared outdoor amenity spaces.
- See Ontario Building Code for standards on exterior walks and entrances.



Figure 54. Gently sloping ramps can provide no-step access to grade-related homes.



Figure 55. This house sited on a slope is afforded a no-step access to a basement level that has high ceilings and ample light.

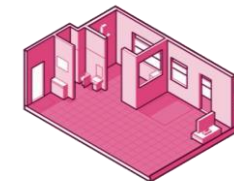
AGE-FRIENDLY DESIGN GUIDELINES 53

How can homes be designed to support aging-in-place?

## Guideline Examples

- No-step access to entries
- Accessible walkway widths
- Bedroom and bath on main floor

## Unit Guidelines



Unit

**What unit design features will support independent and healthy ageing?**

### Guideline Examples

- Futureproofing for elevator installations
- Designing straight run stairs to support stair/platform lifts

#### UNIT GUIDELINES

##### 3.3.1 Stairs

Where possible, stairs should be designed as a straight flight without landings for easier installation of stairlifts. Stairs should also provide colour contrast features for users with reduced depth perception.

- Where possible, stairs should have reinforced walls to facilitate future installation of additional support rails, stairlifts and/or platform lifts.
- Where possible, stairs should be designed as a straight flight for easier and more economical installation of stairlifts and/or platform lifts. Mid-flight landings are encouraged to reduce the risk of injury in case of a fall. Where a straight flight is not practical, stairs should be designed with a simple geometry and a single landing.
- Tactile finishes and contrasting colours should be used on nosing and leading edges of landings to demarcate level changes for aging adults with limited vision or depth perception.
- Stair surfaces should be stable, firm, slip-resistant and non-glare to minimize the risk of a slip or fall.
- Where stair landings are provided, a functional rest area mid-flight is encouraged. Landings that are sized to incorporate seating areas can be combined with additional storage space.
- Continuous handrails should be installed, and are suggested to be easy to grasp for both small and large hands. Handrails should extend beyond the top and bottom of the stairs.



Figure 114. This straight flight of stairs shows how high contrast nosing on the steps can improve safety for some older adults with reduced eye-sight or limited depth perception.



Figure 115. This staircase landing provides a rest area for aging adults who require it, while providing storage space and a reading nook for households with children.

- See Ontario Building Code Section for standards on barrier-free doors and doorway opening sizes

##### 3.3.2 Lifts

Unit design should always anticipate the potential future need for lifts, such as planning for the location of an elevator during the design of the unit and reinforcing affected walls during construction.

- Anticipating the future installation of additional support rails, stairlifts and/or platform lifts provides flexibility to homeowners. The following should be considered:
  - Straight run stairs or stairs of a simple geometry with as few landings as possible.
  - Reinforced walls on stairs provide for ease of construction.
  - Access to a power supply at the top and bottom of stairs.
- Multi-level units should consider the potential for future installation of limited-use, limited-application ("LULA") elevators. Strategies such as stacking closets on upper and lower levels are a way to future-proof a unit for elevator installation. In such cases, closets should have reinforced walls, structural footings, and conduit rough-in for future integration of a LULA elevator. Closets should be located to have access on existing hallways and ceiling heights should accommodate LULA overrun requirements, and hoist beams. Closet doors should be wide enough to accommodate passage of mobility devices.

- See the City of Markham's Accessibility Design Guidelines on standards for elevators and lifts.

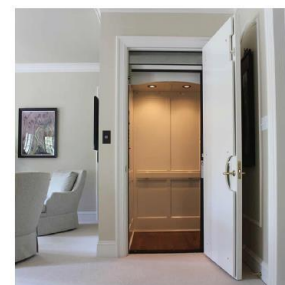


Figure 116. This elevator was retrofitted in an existing unit by making use of two closets stacked on top of each other on both levels.

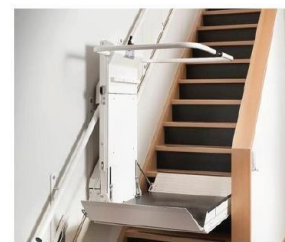


Figure 117. Platform lifts, as well as stairlifts, provide a more economical alternative than an elevator for navigating the stairs in one's home.

# Implementation of Guidelines

- The Age-Friendly Guidelines were presented to Development Services Commission and endorsed by Council in 2022
- The Guidelines are primarily implemented by City Staff through development review, on a project-by-project basis
- Full document can be found on the City of Markham website







# Questions

A stylized, abstract illustration of a city skyline in various shades of blue and white. The buildings are represented by geometric shapes like rectangles and squares, some with grid patterns. The overall style is modern and minimalist.

# City of Markham **Affordable Housing**

# Background

- Markham's 2014 Official Plan supports a diverse range of housing types and tenures, and affordable options
- Direction to develop a strategy to increase affordable housing options for seniors, youth, new immigrants, families, and single person households
- Work in partnership with the Region, non-profit sector, development industry, community partners, and senior levels of government

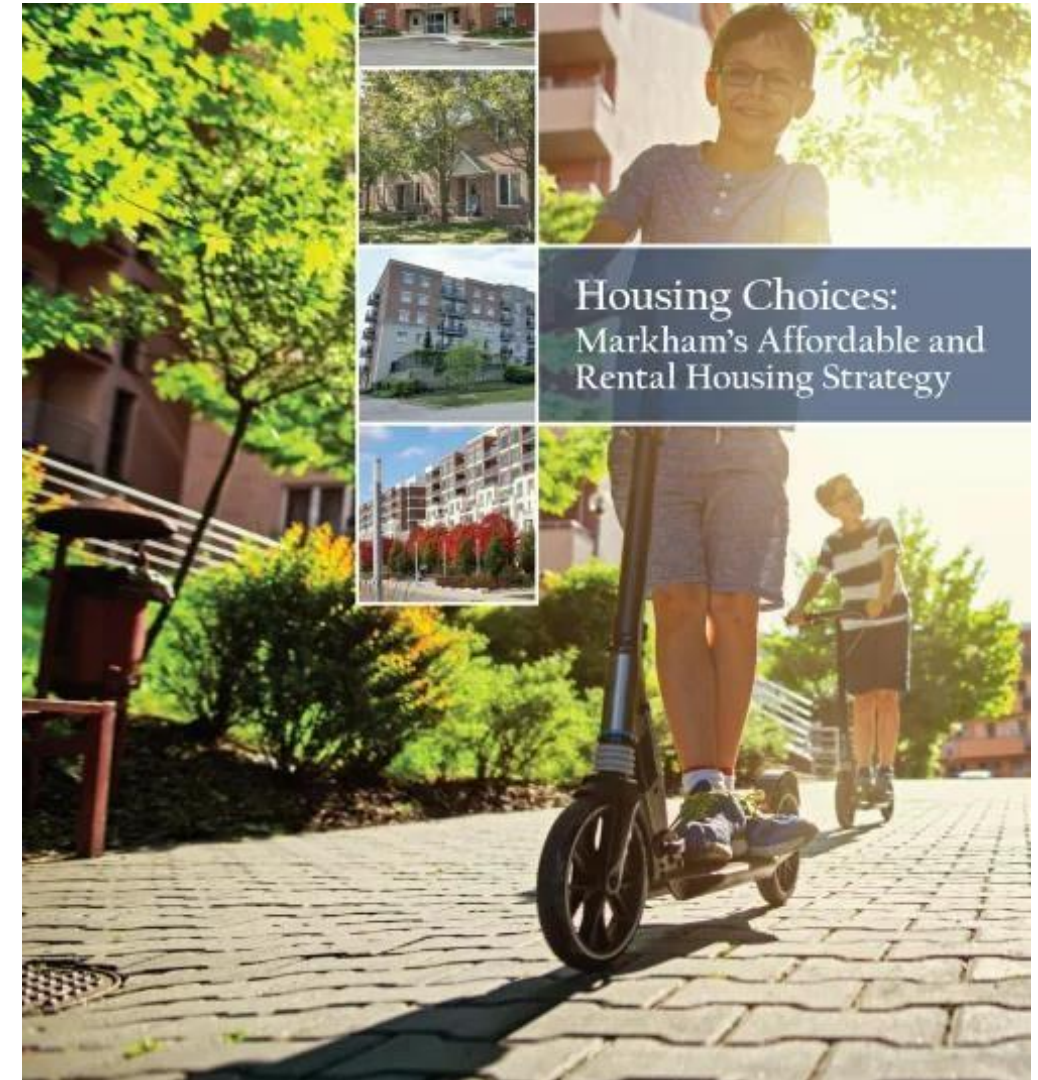
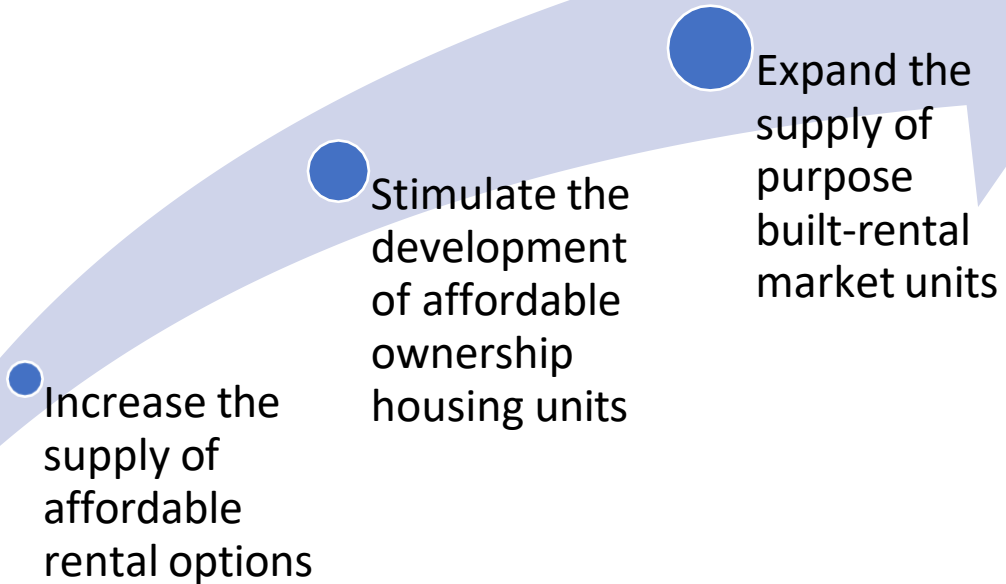
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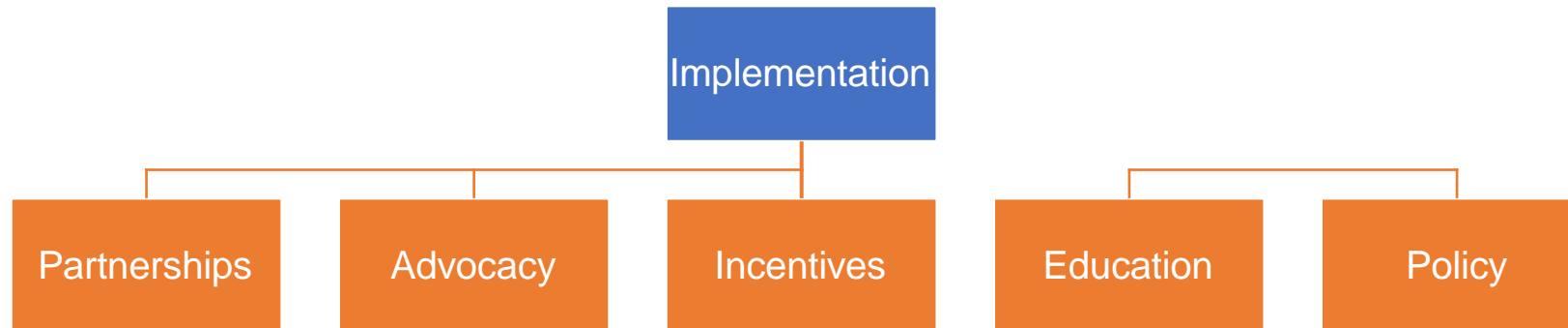


# Housing Strategy

- Council endorsed Housing Choices: Markham's Affordable and Rental Housing Strategy Markham in 2021



# Housing Strategy – Key Actions



## 186 Units

Affordable or Below Market Units  
Committed Through Development  
Applications

**Action 30**  
**Facilitate Partnerships**

## On-Going

Advocacy to Senior Levels of  
Government to expand incentive  
programs for Affordable Housing

**Action 29 Expanded Incentives**

## 265 Units

Unionville Commons Seniors only  
Community

**Action 12**  
**Support Housing Projects Funded by  
Senior Levels of Government**

# Housing Accelerator Fund

- \$58 Million in Federal Funding from CMHC
- Increase Housing Supply by 1,640 units over 3 years
- Markham Action Plan (7 Initiatives)



## Public Partnerships

Additional Residential Units and Incentive Program

Major Transit Station Areas Policy Update

Inclusionary Zoning



## Incentive Program for Affordable Housing

Enhance Markham's Electronic Development Application

Parking and Transportation Demand Management (TDM) Update







# Questions



# **Snow Windrow Removal Assistance by Operations**

# Snow Windrow Removal Assistance

## What is a Snow Windrow?

A snow windrow refers to the pile of snow left across the end of a driveway created by a snowplow when it is clearing the road. Windrows are unavoidable as snow is plowed from the center of the road to the curb.

## About the Program

The City of Markham offers windrow removal to residents who are eligible for assistance in removing their snow windrow.

The program will remove **one car width** of snow windrow, after a 7.5cm snowfall event, 4 hours after the fronting street is plowed. Sidewalk windrow not included.



# Snow Windrow Removal Assistance

## What are the Requirements to Qualify?

To qualify for the snow windrow removal program, resident must meet **one** of the following requirements:

- Must be 60 years of age or older and live alone or with person less than 12 years of age;
- If less than 60 years of age, a current valid doctor's certificate to proof inability to removal windrow;
- City windrow program began in 1996 with eligibility reduced from 65 to 60 in 2008'







# Questions



# **Seniors Tax Deferrals**

## **by Finance**



- Property taxes are billed and collected by the City in order for the City, the Region of York and School Boards to deliver services to property owners within the City of Markham
- There are two components to property taxes:
  1. Current Value Assessment (CVA) – as assigned by the Municipal Property Assessment Corporation (MPAC)
  2. Total Tax Rate - which consists of three (3) portions
    - i. City of Markham
    - ii. Region of York
    - iii. Province of Ontario (school boards)
- The 2024 average current value assessment (CVA) of a residential home in Markham is \$831,500

2024 CVA	CITY	REGION	EDUCATION	TOTAL
\$831,500	\$1,377.05	\$3,008.80	\$1,272.20	\$5,658.05
	24.34%	53.18%	22.48%	100%

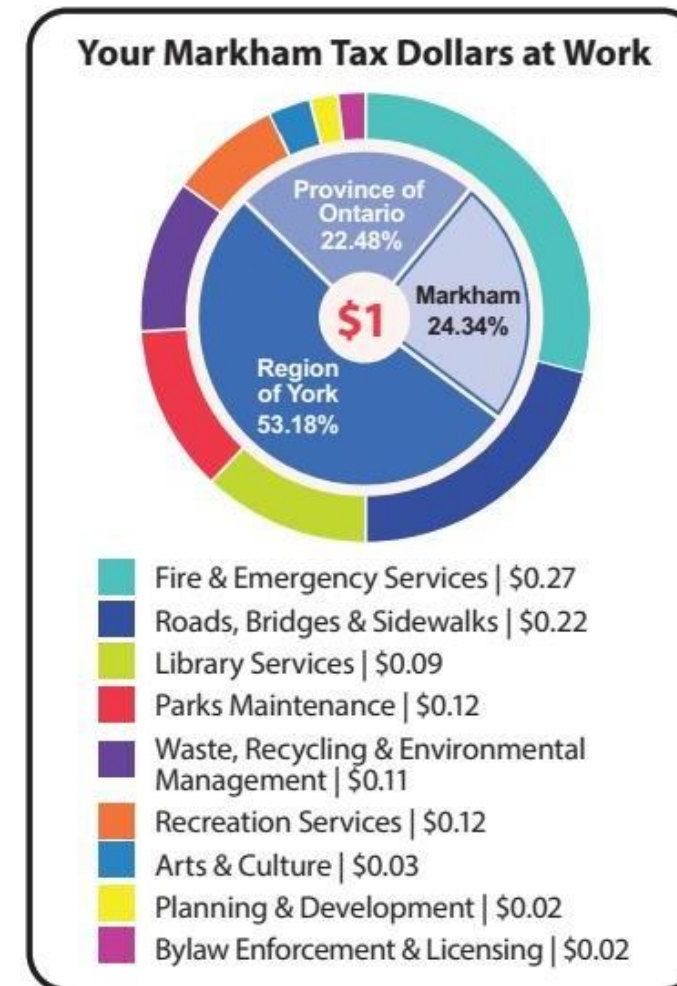


# How My Property Tax Dollar is Spent

Strategic Plan 2020-2026

Building Markham's Future Together

- The property taxes collected by the City of Markham funds the delivery of programs residents and business have come to expect, including recreation and library services, garbage collection, fire services, parks and trails along with winter maintenance
- For every tax dollar provided to the City of Markham funds the following municipal activities
- Markham has the lowest average property tax rate increase across all GTA municipalities for the last 19 years







In Ontario, all 3 levels of Government provide property tax assistance programs specifically designed to support seniors (further detail provided in the following slides):

## 1. Province of Ontario

- The Ontario Senior Homeowners' Property Tax Grant which provides eligible low to moderate-income senior homeowners with an annual grant to offset their property tax payments

## 2. Region of York

- The Seniors or Disabled Persons deferral program enable qualifying Seniors or Disabled Persons to defer property tax increases on an annual basis providing immediate financial relief
  - i. The Low-income Seniors Property Tax Deferral Program
  - ii. The Low-income Disabled Persons Property Tax Deferral Program

## 3. City of Markham:

- Low-Income Seniors Property Tax Assistance Program



- The Province of Ontario provides a Senior Homeowner's Property Tax Grant, which offers up to \$500 each year depending on adjusted family net income.
- An individual qualifies for the grant if they or their spouse/common-law partner, meet the program criteria as of December 31 of the previous year:
  - Paid Ontario property tax for the year
  - Meet either of the following income requirements:
    - i. You were single, divorced or widowed and earned less than \$50,000
    - ii. You were married or living common-law and you and your spouse/common-law partner earned a combined income of less than \$60,000
  - Owned and occupied home as a principal residence
  - 64 years of age or older
  - Resident of Ontario
- **For further information, please do not hesitate to visit [ontario.ca](https://ontario.ca) or call [1-866-668-8297](tel:1-866-668-8297)**



## Tax Deferral Program for Low-Income Seniors & Persons with a Disability



- The Province of Ontario, through the *Municipal Act, 2001 (The Act)* requires all a Regional/Single-Tier municipalities to enact a by-law for the Tax Deferral Program for Low-Income Seniors and Low-Income Persons with a Disability.
- This program provides the property owner the opportunity to apply for a deferral of property tax increases on an annual basis. An eligible property for the purpose of this program must be in the residential property class.
  - This program applies to the following segment of property owner(s):
    - i. Senior citizens who are at least 65 years of age;
    - ii. Low-income seniors between the age of 55 – 64; or
    - iii. Low-income person with a disability
    - iv. All deferred taxes become payable upon disposition or transfer of the property, except for transfers of ownership to a spouse.
- Annual application deadline is September 30<sup>th</sup> for the tax year being applied for
- **For further information, please do not hesitate to contact us at [etax@markham.ca](mailto:etax@markham.ca) or 905.477.5530**



## Low-Income Seniors Property Tax Assistance Program

- As part of the Mayors' 2024 Budget, the Low-Income Seniors Property Tax Assistance Program was introduced to support low-income seniors with an interest free repayment plan to help them clear their tax arrears.
- Once arrears are addressed, seniors will be registered in the city tax deferral program, which will freeze property tax increases until their property is sold

### Eligibility Criteria:

- Be sixty-five (65) years of age or older as of January 1, 2024
  - You are the owner and occupant of a residential property used as the principal residence in the City of Markham
  - You (owner) must be receiving the Government of Canada's Guaranteed Income Supplement (GIS) under Part II of the Old Age Security Act (Canada) as of the application submission year
  - You (owner) currently has property tax arrears for a period not greater than 3 years as of the application submission year
- **For further information, please do not hesitate to contact us at [etax@markham.ca](mailto:etax@markham.ca) or 905.477.5530**





1. Low-income Energy Assistance Program (LEAP)
    - Alectra Utilities offers the LEAP program can provide eligible residents some financial assistance with electricity bills, you may qualify for financial assistance to help pay your bills
    - Upon application approval, a credit of up to \$650 would be directly added to the account to offset arrears (\$780 for customers with electrically heated homes)
  2. Ontario Electricity Support Program (OESP):
    - You may qualify for a reduction on your electricity bill. The Ontario Electricity Support Program (OESP) will reduce the cost of your household electricity by applying a monthly credit directly to your bill.
    - The credit amount will depend on how many people live in your home and your combined household income. For example, a home with four people and an annual after-tax income of \$52,000 may be eligible for a credit of \$51.00 per month
- **For further information, please do not hesitate to contact Alectra at 1-833-ALECTRA ([1-833-253-2872](tel:1-833-253-2872))**



## Enbridge Gas

- Residents 65 or older are eligible for the Golden Age Service which is a program that offers the option of paying the monthly gas bill when you receive your Canada Pension Plan (CPP) with no late payment penalty charged.
- Enbridge also provides flexible payment arrangements which allow you to make installment payments against your balance and prevent late penalties on your account.
- Based on your account status, you can choose the number of installments, amounts and payment dates



## York Region Transit

- YRT is offering an on-request transit service for seniors 65 years and older.
- The service is offered throughout York Region for seniors who want to try taking public transit using a smaller vehicle that picks you up at your home. On-Request 65+ uses smaller vehicles like sedans, minivans and small buses to transport customers, and vehicles are thoroughly cleaned.
- Fare Capping Program: Starting January 1, 2024, travelers can ride YRT for free after 28 trips for seniors in the calendar month, using PRESTO.





- ePropertyTax is a simple, secure and convenient way to manage your property taxes online from the comfort of your home

## Signing up is easy!

1. Create an account on the City of Markham website
2. Register your property for ePropertyTax - you'll need your tax roll and customer number from your most recent City of Markham property tax bill
3. If you would like to opt-in for paperless billing, select "Yes".
4. Once registered, you will have 24/7 web access to your property tax bill including bill payment options and your account details.

**ePropertyTax is available 24/7**  
**Sign up today at [markham.ca/ePropertyTax](https://markham.ca/ePropertyTax)**

### **VIEW | MANAGE | PAY**

A **simple, secure** and **convenient** way to manage your property taxes

- Email reminder when your tax bill is available
- Secure self-service access to your tax account
- View, download and pay your bill at your convenience – 24 hours a day, 7 days a week



**For further information, please do not hesitate to contact us at [etax@markham.ca](mailto:etax@markham.ca) or 905.477.5530**



# Questions





# **Seniors Library Services**

## **by Markham Public Library**

# Services for Older Adults

## Markham Public Library

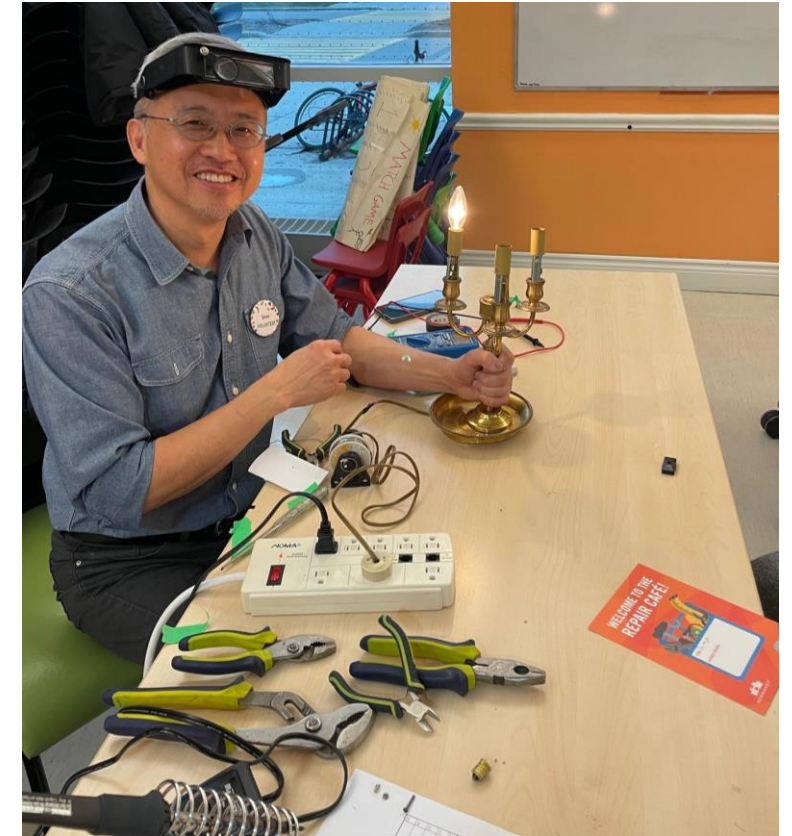
- Programs and Services
  - **Health & Wellness:** Improve Sleep Quality, Stress & Burnout for caregivers, Meditation, Walk-In Counselling, Hearing Clinics
  - **Combating Social Isolation:** Knitting & Crochet Circles, Tea and Murukku
  - **Digital Literacy:** Phishing Scams & Security, Protect Yourself from Identity Theft
- Annual Events
  - Annual Tea at the Village
  - Wellness Fair



# Services for Older Adults

## Markham Public Library

- Partnerships & Outreach
  - VR for Dementia Care
  - National Seniors' Digital Literacy Partnership
  - Volunteer Opportunities for Older Adults
  - Ongoing Partnerships:
    - Tamil Federation of Canada, Alzheimer's Canada York Region Branch, Oak Valley Health, CCSYR, Health for All



# Services for Older Adults

## Markham Public Library

- New Initiative: Digital Literacy for Seniors
  - Provide dedicated access to devices
  - 4-week learning cohort
  - Training on technology and online basics
  - Topics include cyber security, anti-fraud awareness, understanding algorithms, fake news, social inclusion through connectivity tools

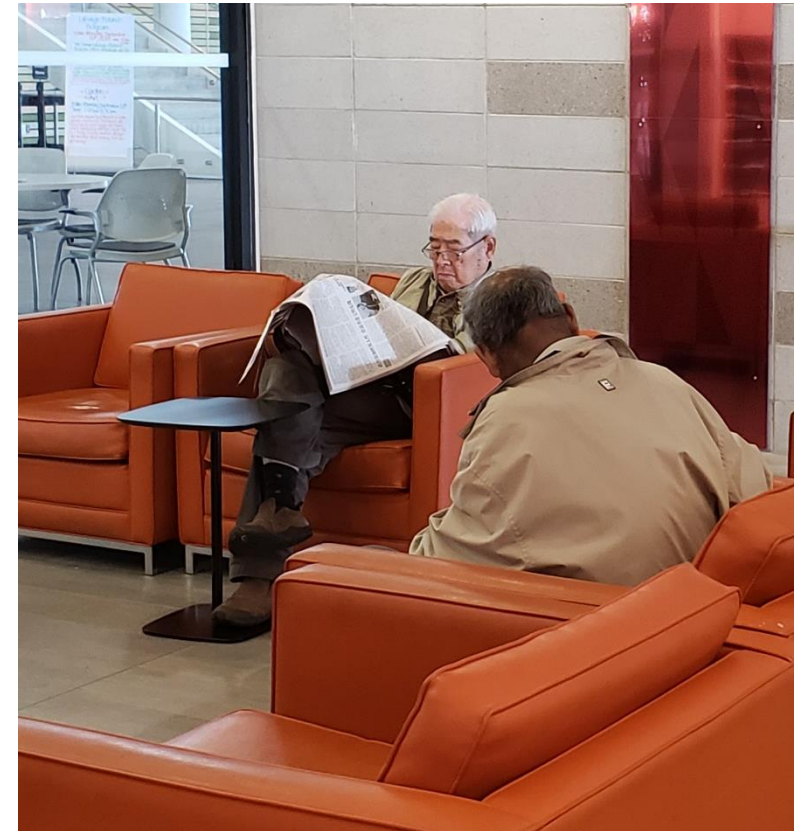




# Services for Older Adults

## Markham Public Library

- New Initiative: Demetria Friendly Library
  - Dementia Care Kits
  - Makerspace programs: digital memory books, 3D printed weighted blankets, video storytelling
  - Caregiver support circle





# Questions



# **How Seniors Can Contact the City by Contact Centre**



# CONTACT CENTRE SERVICES

## Operation Hours

Monday to Friday, **8 AM to 5 PM**  
(excluding statutory holidays)

## After Hours

Monday to Friday, **5 PM to 8 AM**, Weekends  
and statutory holidays  
**Tel 905.477.7000**

## Need Help?

Chat with our 24/7 Virtual Assistant



**PHONE:** Tel 905.477.5530 & 905.477.7000



**EMAIL:** [customerservice@markham.ca](mailto:customerservice@markham.ca)



**WEB CHAT:** Markham.ca



**IN PERSON:** Markham Civic Centre



**SOCIAL MEDIA:** Facebook, Twitter, Instagram



**REPORT A PROBLEM 24/7:** Markham Mobile App



# CITY-WIDE EMERGENCIES

## On-Demand Service

Delivers customer service during extended hours, weekends, and holidays when requested  
**Tel 905.477.7000**



Winter Storm  
Events



Ice Storm



Flood



Severe Storms



Evacuation



Epidemic/  
Pandemic



## ADMINISTRATIVE TASKS



### LICENSING

- Animal Licensing Renewal
- Business Licensing Renewal
- Animal Licensing Late Fee Collection



### REGISTRATION

- CLASS Account Credit Clean Up
- XR Account Adjustment
- Weekly Cheque Refund



### PROGRAM ADMINISTRATION

- Windrow Application
- Subsidies
- YORK PLAY
- Markham Fee Assistance
- Registration Request Form
- REC staff requests



### REPORTS

- Wards Monthly Report
- Department Service Level Report
- Contact Centre Performance Reports
- Ad-hoc reports



### ADDITIONAL ADMINISTRATIVE TASKS

- Waterworks Survey
- Proactive Sign
- White Goods Pickup
- Compost Giveaway
- Special Events
- Water Service Scheduling and payment collection





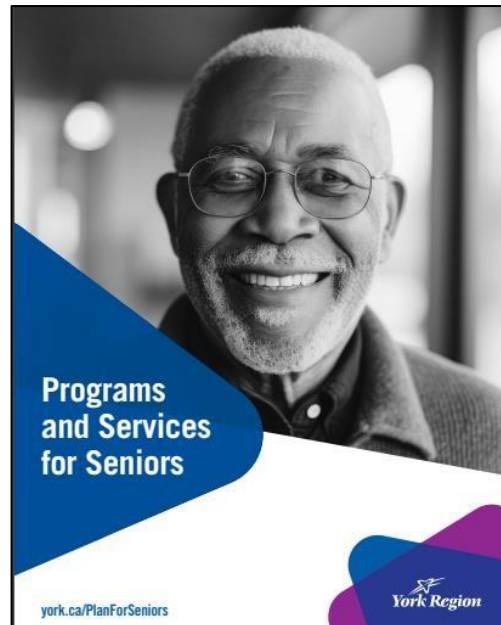
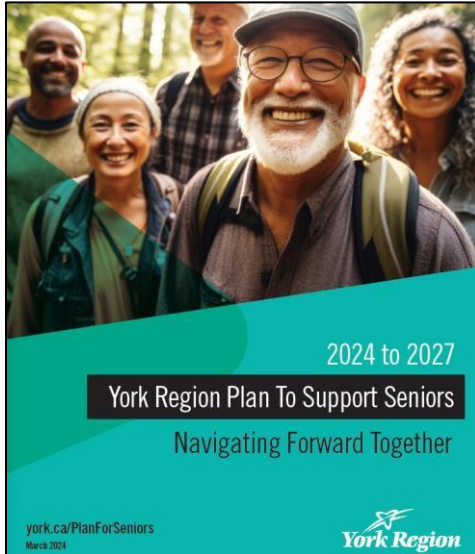
# Questions



# **Regional Services**

## **by York Region**

# York Region Programs and Services to Support



## AccessYork

For more information on programs and services, download our brochure from [www.york.ca/PlanforSeniors](http://www.york.ca/PlanforSeniors) or contact Access York at 1-877-464-9675 or email [accessyork@york.ca](mailto:accessyork@york.ca)

# York Region Programs and Services to Support



## **York Region Transit:**

- Accessible Transit Services
- On-Request 65+
- MyRide Travel Training
- Support Person Assistance Card
- Discounted YRT Seniors Fare
- Fare Capping Program



## **Social Services:**

- Housing with Supports
- Homemakers and Nurses Services
- Emergency and Transitional Housing
- Call York Region Emergency Housing Central Intake Line at 1-877-464-9675 ext. 76140 – available 24 hours a day, 7 days a week



## **Housing:**

- Community Housing
- Subsidized Housing Wait List
- Client Intervention and Support Services





# Closing Remarks



# Post Event Survey

**A post event survey will be sent to your email**

*"Older generations are the heartbeat of a community, connecting us to our past and guiding us with their experience toward a better tomorrow."*



**Photos from today's event will be available  
by **Wednesday, November 6.****



**[Markham.ca/Photos](https://Markham.ca/Photos)**