

April 24, 2018

Ms. Kimberley Kitteringham
City Clerk
City of Markham
101 Town Centre Boulevard
Markham, ON L3R 9W3

Dear Ms. Kitteringham:

Re: York Region Seniors Strategy Update

Regional Council, at its meeting held on April 19, 2018, adopted the following amended recommendation of Committee of the Whole regarding "York Region Seniors Strategy Update":

3. The Regional Clerk forward this report to the local municipalities, the Central Local Health Integration Network and the Association of Municipalities of Ontario for information.
4. Staff be directed to report back with options for potential built form adaptations to create more senior-friendly housing.

A copy of Clause 10 of Committee of the Whole Report No. 6 is enclosed for your information.

Please contact Lisa Gonsalves, Director, Strategies and Partnerships, Community and Health Services at 1-877-464-9675 ext. 72090 if you have any questions with respect to this matter.

Sincerely,



Christopher Raynor
Regional Clerk

/C. Clark
Attachments

Clause 10 in Report No. 6 of Committee of the Whole was adopted, as amended, by the Council of The Regional Municipality of York at its meeting held on April 19, 2018.

It was moved by Regional Councillor Heath, seconded by Regional Councillor Taylor that Council add the following recommendation:

2. *Staff be directed to report back with options for potential built form adaptations to create more senior-friendly housing.*

Carried

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York Region Seniors Strategy Update

Committee of the Whole recommends adoption of the following recommendation contained in the report dated March 22, 2018 from the Commissioner of Community and Health Services and the Commissioner of Transportation Services:

1. The Regional Clerk forward this report to the local municipalities, the Central Local Health Integration Network and the Association of Municipalities of Ontario for information.

Report dated March 22, 2018 from the Commissioner of Community and Health Services and the Commissioner of Transportation Services now follows:

1. Recommendation

It is recommended that:

1. The Regional Clerk forward this report to the local municipalities, the Central Local Health Integration Network and the Association of Municipalities of Ontario for information.

2. Purpose

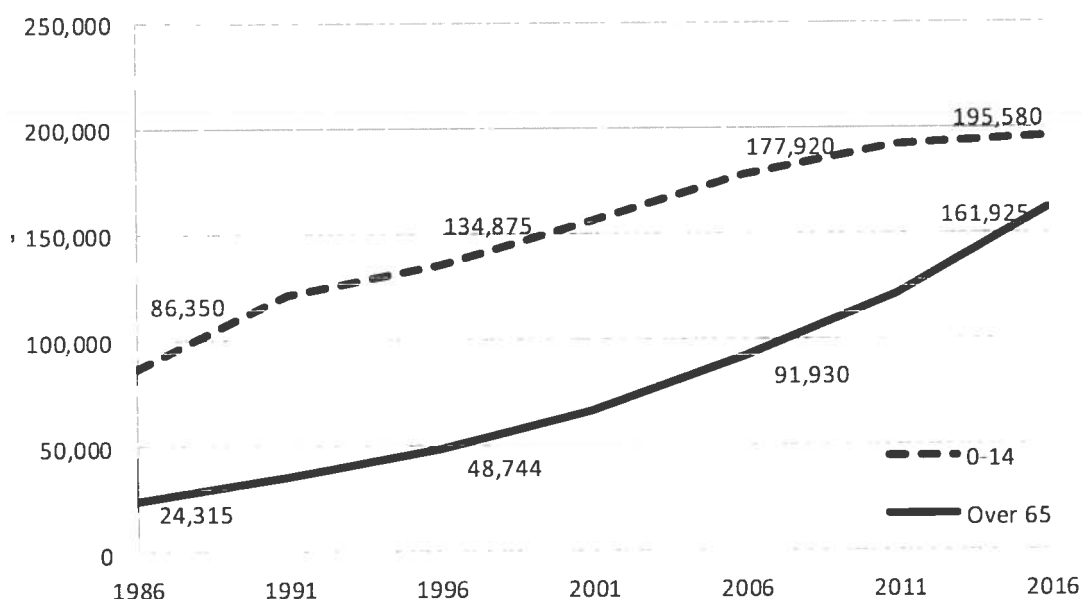
This report provides a progress update on the York Region Seniors Strategy.

3. Background and Previous Council Direction

Between 2011 and 2016, the number of seniors grew by 33.9 per cent, making this the fastest growing population group in York Region

According to the 2016 Census, seniors represented 14.6 per cent (161,925) of York Region's population in 2016, as compared to 11.7 per cent (120,935) in 2011. Between 2011 and 2016 the number of seniors (65 years and older) grew by 33.9 per cent, making this the fastest growing population group in York Region. This rate of growth was higher than that of children aged 14 years and under, as shown in Graph 1.

Graph 1
York Region's Population Growth for Seniors and Children



Source: Statistics Canada, 1986 to 2016 Census

According to York Region planning projections, by 2026, it is expected that the number of seniors will be higher than the number of children in York Region for the first time. The 2016 Census data shows that shift has already taken place in Ontario, which had 2,207,907 children (0-14 years) and 2,251,655 seniors (65 years and older) in 2016. Nation-wide, there were 5,839,565 children and 5,935,630 seniors in 2016.

York Region Seniors Strategy Update

As the population gets older this will impact taxes and government as more and more Canadians are leaving the workforce, drawing a pension and using more health care while at the same time a smaller proportion of younger people will be entering the workforce and paying taxes to support growing the health care costs. This imbalance of seniors to children is projected to grow which will likely result in reduced rates of caregiving for seniors by younger people putting additional pressures on the health care system.

4. Analysis and Implications

The York Region Seniors Strategy provides a collaborative corporate strategic direction for responding to growth in the seniors population

In November 2016, Council approved the 2016 York Region Seniors Strategy- Thinking Ahead. The Strategy looks at the changing senior population, defines the Region's role in serving seniors and sets a course for action to best support the aging population. It guides the Region's work with other levels of government and community partners to better target seniors programming and services where there is the greatest need.

The Strategy sets four key roles for the Region:

1. Balance the needs of seniors with all residents
2. Keep seniors healthier, longer
3. Support age-friendly, complete communities
4. Connect seniors and caregivers to the right programs and services at the right times

The York Region Seniors Strategy has completed its first year of implementation

Working groups have been established across the Corporation to implement the Strategy. Attachment 1 provides an update on all actions initiated and completed in 2017. Examples of these actions are highlighted below for each of the four key roles.

York Region Seniors Strategy Update

1. Balance the needs of seniors with all residents

Fairness to people in all age groups (sometimes called “intergenerational equity”) was a critical consideration in developing the Strategy. Decisions that support intergenerational equity must strike the balance that helps those that need it the most, regardless of age. A needs based approach captures low income seniors in York Region, as well as residents across all age groups who are financially vulnerable. Over the past year, the Region introduced new eligibility models that target low income residents and those that need it the most, such as:

- Modernizing the subsidized housing wait list by implementing new eligibility criteria, including asset and income limits, for rent subsidy program.
- Introducing a low income transit pass with eligibility based on income.

2. Keep seniors healthier, longer

Planning, prevention and education are required to reduce and manage an aging population’s health related demands. This includes investing in programs and services that seniors need to stay healthy and age in place. The following actions support the healthy aging of York Region seniors:

- Regional staff participation on three of the four Central Local Health Integration Network (CLHIN) sub-region collaborative tables. Participation on these tables is an opportunity to align Regional priorities for seniors (e.g. more home and community care, adult day programs, community paramedicine, etc.) with the CLHIN service priorities.
- Markham Stouffville Hospital partnered with the Region’s Community Paramedicine Team on their Hospital to Home Program. The program helps keep residents, including seniors, out of the hospital by bringing health services to the home.

3. Support age-friendly, complete communities

Adequate and accessible options for housing, transportation and support services are required for seniors to age in place for longer in the future. The following actions support age-friendly, complete communities:

- The Region hosted a workshop for local municipal and Regional staff to explore opportunities to collaborate on age-friendly, complete communities. Local municipal staff shared information on age-friendly initiatives underway such as the Town of East Gwillimbury’s Health and Active Living Plaza and the City of Markham’s new Older Adult Strategy. Attendees also heard from industry experts on new ideas for developing congregate housing options for seniors and the 8 80 Cities concept which

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is based on the premise that if you build a city that is great for an 8 year old and an 80 year old, then you will build a successful city for everyone.

- Planning is underway with Regional and City of Markham staff to support the development of the Unionville Seniors Hub (the Hub). The Hub will provide better integrated and coordinated services for seniors to help them age in place for longer.

4. Connect seniors and caregivers to the right programs and services at the right times

Seniors and caregivers need to know what supports are available, where and how to access the information, and who to ask for help. In order to make navigating the support system easier, the following are some of the actions underway:

- A workshop was held in June 2017 that brought together caregivers and seniors to support and connect them to information and services available in York Region. Another workshop is planned for June 13, 2018.

5. Financial Considerations

There are no financial implications arising from the recommendations made in this report.

6. Local Municipal Impact

Local municipalities have an integral role in ensuring that seniors living in their communities receive the best possible supports and services to help them age in place. Successful implementation of the Seniors Strategy requires alignment, collaboration and partnership with local municipal initiatives to effectively serve and support seniors. This includes continuing discussions from the November Age-Friendly Complete Communities workshop with the local municipalities and leveraging the Regional Municipal Comprehensive Review to better support age-friendly, complete communities in York Region.

7. Conclusion

The Seniors Strategy has caused the Region to rethink how we view and serve seniors. Implementation of the Strategy's actions will help to better position Regional advocacy for additional resources and policy changes from senior levels of government. Moving forward, the Region's actions, advocacy and work with partners will help to ensure seniors are able to age in place for longer in the future.

For more information on this report, please contact Lisa Gonsalves, Director, Strategies and Partnerships, at 1-877-464-9675 ext. 72090.

The Senior Management Group has reviewed this report.

March 22, 2018

Attachment (1)

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Accessible formats or communication supports are available upon request

Update on Implementation of the Seniors Strategy Actions January – December 2017

1. Balance the needs of seniors with all residents	
Develop options for eligibility for programs and services based on income levels, assets, user fees, loans vs. grants and private contributions	<ul style="list-style-type: none"> • Modernization of the subsidized housing waitlist to help households most in need. On March 29, 2018, Council approved the <u>Modernization of the Subsidized Housing Wait List</u> report, introducing asset and income limits to further define eligibility for rent subsidy programs. • Transit Assistance Program. On November 17, 2016, Council approved the <u>York Region Transit (YRT/Viva) Fares 2017 – 2020 and Fare Policy Update</u> report, which permitted implementation of a new low income pass program. A reduced fare option is available for all eligible residents, and Program eligibility is based on income.
2. Keep seniors healthier, longer	
At a system level, understand what programs and services are required to support seniors to age in place and the capacity needed to deliver them	<ul style="list-style-type: none"> • Participation on the Central Local Health Integration Network (CLHIN) sub-region collaborative tables. The Region successfully secured membership on three of the four CLHIN sub-region collaborative tables that cover the York Region catchment area. • These tables work collectively to identify, plan, implement and evaluate opportunities that address unique sub-region challenges. • This provides the Region with an opportunity to align our priorities for seniors with CLHIN service priorities.
Expand existing prevention programs and identify new programs needed, including alternative programs for those on waitlists	<ul style="list-style-type: none"> • Mental Health Matters Initiative -Integrated Case Management System. The pilot is underway and will help residents, including seniors, to enter all community and health service programs through one point of access. • Common consent allows clients to access multiple services easily and for staff to make appropriate referrals for service. • Seniors mental health first aid training initiated targeting regional staff that work with seniors. In 2017, there were 2 sessions that had 24 participants.

	<ul style="list-style-type: none"> • Hospital to Home Program. In July 2017, Markham Stouffville Hospital partnered with the Region's Community Paramedicine Team and launched a pilot program for congestive heart failure patients. The program provides treatment services to support patient transitions from hospital to home and to reduce avoidable hospital emergency department visits.
3. Support Age-Friendly, Complete Communities	
Establish an external planning table with the local municipalities on age-friendly communities	<ul style="list-style-type: none"> • Age-Friendly, Complete Communities Workshop. On November 27, 2017, the Region hosted a workshop with local municipal and Regional staff to explore opportunities to collaborate on age-friendly, complete communities. • 120 attendees participated from various disciplines responsible for supporting age-friendly, complete communities. Participants included regional and local municipal staff from Planning, Transportation, Paramedic and Seniors Services, Housing Services, Public Health, Parks and Recreation, Fire and Emergency Services and Police Services. • Attendees shared information, heard from experts in the field and identified areas of common interest such as creating consistent messaging for seniors around ability to pay, system navigation and better integration and co-location of services. • Follow-up meetings with each of the local municipalities will be held to confirm which age-friendly ideas and actions to move forward on together. • Regional Municipal Comprehensive Review. Official Plan policies to promote age-friendly, complete communities will be reviewed. • Opportunities for retrofitting neighbourhoods and home sharing will be considered. • City of Vaughan Older Adult Task Force. The City of Vaughan established an Older Adult Task Force to work with relevant parties to achieve the objectives of its Older Adult Strategy, which includes promoting age-friendly communities and healthy seniors. • Regional staff will participate as a resource to support the Task Force and identify alignments and connections with the York Region Seniors Strategy
Develop a variety of housing options including rental	<ul style="list-style-type: none"> • Housing Initiatives and Incentives Framework. On February 15, 2018, Council approved the <u>Housing Initiatives and Incentives Update</u> report on the development of a purpose built rental affordable housing incentives framework that targets mid-range income households.

	<ul style="list-style-type: none"> • This framework aims to increase the supply of rental housing, and this may provide seniors with more options to age in place. • Staff will report back to Council in Q2 2018 with a proposed Mid-Range Income Affordable Housing Incentives Framework.
Work with local municipalities, community agencies, private sector and Central Local Health Integration Network to design and implement a multi-service centre/hub model(s)	<ul style="list-style-type: none"> • Unionville Seniors Hub. The hub is planned as part of the Unionville Redevelopment in Markham, and is expected to be ready for occupancy Q4 2021. • The hub will co-locate services and supports for seniors and caregivers. A needs assessment is underway to inform development of a service delivery model. • Preliminary consultations with multiple stakeholders including the City of Markham are underway. • Identification of funding sources required to support the operations of the hub underway.
Coordinate community outreach and communication activities internally and with York Regional Police	<ul style="list-style-type: none"> • Coordinated Outreach to Seniors. In 2017 this included the York Regional Police Seniors' Day and Transportation Services roadshow at seniors' buildings across the region. Discussions are now moving toward future planning and identifying opportunities for more coordinated and strategic outreach, including joint messaging around existing Regional programs and services available to seniors that help seniors stay healthy, active and connected to their communities. Another component of the messaging is the promotion of Access York as the way to get information on these programs and services.

4. Connect seniors and caregivers to the right programs and services at the right times

Explore how to guide seniors through the many services out there	<ul style="list-style-type: none"> • Seniors Community Grant Program. The Region submitted an application for the Seniors Community Grant Program to: <ul style="list-style-type: none"> ○ Develop an inventory of community services and supports available to seniors and caregivers in York Region. A regional Community Assets Project Team has been established to work on this. ○ Develop a York Region Nature's Classroom for Seniors, to be held in the York Regional Forest (Bill Fisch Forest Stewardship and Education Centre). This will directly benefit seniors by providing them with opportunities to be active and to connect with nature and each other. ○ Expand the Region's Connecting Caregivers Workshop to reach more caregivers, particularly those who cannot attend the workshop in person, with a travelling roadshow. ○ Provide medical information kits to seniors to streamline and
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standardize the information used by paramedics when responding to 911 calls with seniors.

- **Connecting Caregivers Workshop.** On June 21, 2017 a workshop was held in the northern part of the Region to bring together caregivers and seniors to support and connect them to information and services available in York Region. The workshop was attended by thirteen organizations serving seniors and 108 participants. Evaluation feedback was very positive.
- On June 13, 2018, the Region will host another Caregiver Workshop in the southern part of the Region. The Region will also develop “conference in a box” tools to support any organizations or municipalities to extend the reach of the workshop.