

Age-friendly Saskatoon Initiative

Phase 2

Technical Report

December 2013

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THE SASKATOON COUNCIL ON AGING

The Saskatoon Council on Aging (SCOA) is a non-profit organization providing community leadership in creating an Age-Friendly Saskatoon. A vision of *Positive Aging for All* focuses SCOA's efforts on the promotion of dignity, health and independence on behalf of the approximately 79,000 adults over the age of 50 living in Saskatoon and neighbouring rural communities.

SCOA's work involves collaboration and partnering with local agencies, businesses and all levels of government to initiate and implement projects, programs and services in the community, and to raise awareness on issues of importance to older adults across our province.

This report reports the views of over 500 older adults and another 100+ representatives from organizations that provide services to the older adult population in Saskatoon and surrounding communities. Every effort has been made to capture those views as accurately as possible.

A. Executive Summary

Older adults are a vibrant and vital part of Saskatoon and surrounding communities. In the next 20 years this population is expected to almost double. A booming older population has much to offer the cultural and economic life of our city. A growing and increasingly urban older adult population will require innovative and proactive policies, strategies and programs to ensure an optimal quality of life for all.

The **Age-friendly Saskatoon Initiative** has applied the research process set out by the World Health Organization *Global Age-friendly Cities: A Guide* (WHO 2007). The Guide provides a roadmap for addressing the issues of population aging and increasing urbanization through local research and action.

In response to anticipated dramatic demographic changes, the Saskatoon Council on Aging (SCOA) launched the **Age-friendly Saskatoon Initiative** in 2011. The project includes three phases:

- Phase 1: Background research and consultations with Saskatoon's older adults
- Phase 2: Asset mapping, gap analysis and development of recommended actions
- Phase 3: Implementation of recommended actions and development of a comprehensive system to monitor and evaluate progress

Work on Phase 1 was completed in February 2012 and the findings presented in the [Age-friendly Saskatoon Initiative: Findings](#) report. In a community assessment, participants identified age-friendly features of the community that supported quality of life and independence for older people, aspects of city living that needed improvement and ways to make Saskatoon and environs more age-friendly.

Phase 2 of the initiative involved community asset mapping, gap identification and formulation of recommended actions. The voices of older adults and community stakeholders captured through consultations provided the foundation for the recommended actions.

This Phase 2 report, [Age-friendly Saskatoon Initiative: Recommendations](#), calls for new approaches to the way that our community responds to the issues of an aging population. Saskatoon's older adults must be supported to age with dignity through changing attitudes, policies and practices and sustained by a strong community commitment. The report summarizes consultation findings and presents recommended actions that aim to:

- Prepare all stakeholders for the growing numbers and increasing urbanization of older adults
- Ensure older adults live with dignity and security, with full access to the supports they require within the WHO eight dimensions of an age-friendly city
- Promote aging in place and active, healthy aging
- Develop research on aging that informs policymaking

The *Age-friendly Saskatoon Initiative: Recommendations* report presents recommendations for community change intended to establish Saskatoon as an age-friendly city.

World Health Organization (WHO) eight dimensions shaping age-friendly city living include:

- outdoor spaces and buildings
- transportation
- housing
- social participation
- respect and social inclusion
- civic participation and employment
- communication and information
- community support and health

Using the WHO framework connects SCOA's work to well researched models, to the WHO global age-friendly network and other age-friendly communities.

B. Introduction

What makes a community successful? One important measure is how well it meets the needs of its citizens in all stages of their lives. Is it safe? Affordable? Walkable? Healthy? Inclusive? Accessible? Is it a great place to grow up and grow old? In short, is it “age-friendly?”

The Saskatoon Council on Aging, through its **Age-friendly Saskatoon Initiative**, seeks to enhance and accelerate age-friendly development work in Saskatoon and surrounding communities. Launched in 2011, the project advances an important community dialogue about aging and helps to identify tangible steps to prepare for the huge demographic shift that an aging population presents. It is aimed at establishing Saskatoon as an age-friendly city where older adults can lead healthy independent lives and are active and engaged members of the Saskatoon community. It challenges us all to think differently about the older adult population.

Phase 1 activities focused on a community assessment involving over 500 older adults who shared their lived experience. The data collected provided the empirical research and baseline information that described the contexts, issues, needs and factors promoting or hindering positive aging in an age-friendly community of Saskatoon and surrounding metropolitan region. This phase, completed in 2012, culminated in the release of the summary report *Age-friendly Saskatoon Initiative: Findings*.

Phase 2 began with an age-friendly policy review and the development of a framework based on WHO policy outcomes. Phase 2 activities synthesized the data from Phase 1 and focused on assessing Saskatoon’s assets and gaps through research, consultations and dialogue with over 100 Saskatoon and area service providers. The aim of Phase 2 was to develop a plan of concrete recommendations that address the needs of older adults now and in the future. These recommended actions are intended for inclusion in the strategic action plans of key community agencies.

The recommended actions are aimed at creating a community that supports older adults to be active and engaged. Phase 2 addresses the question: how do we create places that truly meet the needs and aspirations of all citizens? Older adults must be part of the processes that directly impact them and the community in which they live. As we prepare for the largest generation of older adults in history, making communities more age-friendly must be a central goal for all.

This report presents an innovative approach to addressing the specific and evolving needs of older adults of Saskatoon and area. It is the product of extensive background research and open dialogue with the community and represents a significant initiative designed to enhance the quality of life of older adults in our community. Above all, the recommendations reflect what we heard in conversations with Saskatoon’s older adults and service providers.

C. Key Dimensions of an Age-Friendly City: Community Assessment and Recommendations

This section of the report is a summary description of the information gathered on each dimension through research and consultation with older adults in Phase 1 and with service providers in Phase 2.

- **What We Heard - Key Assets** – an inventory of the key community assets in Saskatoon as described to us by older adults and by service providers.
- **What We Heard – Gaps** – an account of the gaps and challenges that older adults and service providers identify as significant to them and that create barriers to Saskatoon being considered an age-friendly city.
- **Recommended Actions** – summarized recommended actions based on comments and ideas put forward by older adults and service providers.
- **Suggested Lead Agency** – an agency that could be responsible for implementation of the recommended action. This is not an inclusive list but rather serves as the starting point in the identification of ownership for a recommended action.

Full details of the information gathered in each dimension are provided in the *Age-friendly Saskatoon Initiative: Recommendations - Technical Report*.

The City of Saskatoon is engaging the public in planning redevelopment and future development i.e. North Downtown Development Plan, etc.

Developers are more sensitive to issues of services and needs of older adults

Some malls have wheelchairs available to shoppers.

There is a strong, committed volunteer base in Saskatoon and they provide many different types of services to help older adults.

Buildings

Civic Centres and buildings are currently undergoing a full 'Barrier Free' assessment to ensure our public facilities are full accessible for all (i.e. Facility Accessible Design Standard (FADS) - for all City buildings approved by City Council).

Other

Rural areas have strong local communities support their older adults.

separate queues or lower service counters are needed.

- Businesses do not understand their older customer.
- There is a lack of services and/or in some cases older adults are unaware of the availability of some services.
- There is a lack of affordable services for older adults such as snow removal, lawn care, and home maintenance.
- City services used by older adults are not shaped for them (i.e. size and placement of garbage dumpsters and recycle bins).
- There is a sense that there is a gap in consultation in civic decision making especially designed to include older adults.

- Most older building are poorly designed including problems with:
 - Entrance and other doors too heavy and too narrow.
 - Wheelchair accessible doors and automatic door openers that don't work or are nonexistent.
 - Steps that are icy/slippery in winter and when wet.
 - Elevators too small for wheelchairs to maneuver or don't exist.
 - Lettering is too small on everything (info board, signage, escape routes, etc.).
- New buildings do not incorporate all universal design recommendations. There is a lack of education/awareness about universal design.
- Need more consultation with older adults in civic decision making around standards and approvals for designs of new development.
- Accessibility of hospitals, malls and other facilities from parking lots and bus stops is an issue for persons with compromised mobility.

- Age-friendly is not yet part of rural Saskatchewan where older adults face many challenges associated with age-friendly outdoor and building environments (and more).

business/service organizations to be more age-friendly in their serves to older adults.

10. Increase emphasis on funding for projects (NPOs and social enterprise) which serve older adults.
11. Involve older adults in consultations on the development or changes to public services that affect them by working with organizations that serve older adults such as Saskatoon Council on Aging, etc.
12. Link/connect service organizations that serve older adults (i.e. an annual conference/gathering) so they may share best practices across the community.
13. Educate Community Associations and other City supported agencies/entities about serving older adults.

14. Implement a "universal design" standard that where applicable can be applied to all new public building and can be held out as an example for private buildings (commercial and private multi-unit dwellings) in Saskatoon. This should be done in consultation with organizations that serve relevant groups of people (older adults, disabled, etc.)
15. Create builder "forums" annually or biannually which have discussions with builders and users to enhance understanding of design needs for older adults (and disabled).
16. Information campaign with developers on standards for accessibility for older adults and disabled individuals at public access facilities (malls, office buildings, etc.).
17. Develop plans to remedy accessibility issues at hospitals and health region medical offices.

18. Promote age-friendly in rural Saskatchewan.
19. Provide rural communities with support (financial, education, etc.) in order to implement age-friendly initiatives.

on Aging/ Business Associations

City of Saskatoon

City of Saskatoon

Saskatoon Health Region

Government of Saskatchewan, Saskatoon Health Region, Council on Aging

#2: Transportation

Key Strengths/Assets	GAPS	Actions	Lead Agency
<p>Public Transit: The City of Saskatoon (COS) has an extensive fixed route bus service reaching into major traffic areas of the city and scheduled to meet peak service loads. In 2013, the COS plans to overhaul the transit route system and move to a Bus Rapid Transit (BRT) system for 2014 -15. Sixty of the 90 buses are low floor and are on routes where demands for accessibility are the greatest and are purchasing both new and used low floor buses. High floor buses are being phased out (only 50 left). COS partners with the Saskatchewan Government to provide low cost bus passes for people on social assistance. Recently, a low cost bus pass for people on low income, but not on social assistance was established. COS Transit Services monitors bus stops for safety issues as well as snow issues. COS has speech-enabled its website using Browse Aloud, free software for those who have difficulty reading on line. COS will be revamping its website to make it more user-friendly.</p> <p>The Saskatoon Council on Aging has a Bus Buddy Program educates older adults about riding buses.</p>	<ul style="list-style-type: none"> Public transport services are unavailable in many areas of the city. Bus service is less frequent on weekends, holidays, and evenings. Some buses are inaccessible (i.e. seniors cannot get on the bus). Needs of invisible disabilities are not addressed. Distance from bus stop to entrance (specifically at hospitals, malls and downtown) is too far. Safety issues exist around bus stops (i.e. snow banks, ice, etc.). Buses depart before seniors are seated. Not enough seats for seniors to sit. Not enough bus stops for some important locations (i.e. J.S. Wood Library and Field House) or stops are not close. Information about public transportation is difficult to find and can be confusing especially with respect to internet based information services. Costs are an issue for low income seniors. There is a need to be able to purchase low income fares in small amounts for those who cannot afford large expenditures for a monthly pass or yearly pass. Caregiver must pay for transit services. 	<ol style="list-style-type: none"> Create an integrated transportation advisory committee that includes seniors amongst its members. Establish a transportation (seniors) advocate (person) at city hall. Create discounted 12, 6 or 3 month low cost packages. Create tax credits or other innovative programs to increase bus use (i.e. seniors ride free Wednesday). Allow free access for attendants. Provide education about the public transportation system. Review bus scheduling for existing and new areas of the city. Increase communication tools i.e. talking buses, electronic bus signage at stops, etc. Support a 211 information program and include transportation. Utilize smaller buses in areas w/o high demand. Utilize more buses with lifts. Increase snow and ice management at bus stops. Age-friendly training for all transit staff. 	<p>City of Saskatoon (COS)</p>
<p>Specialized services: The COS has 26 Access buses serving 4500 customers. Nineteen buses are on the road at any time during operating hours, 6 a.m. – 11:45 p.m. weekdays and 7:00 a.m. – 11:45 p.m. weekends. When snow and ice make other means of transportation impossible for Access, taxis are used to address pressing needs. Taxi drivers are trained by the COS to ensure same level of service as Access.</p>	<ul style="list-style-type: none"> Eligibility criteria for the City of Saskatoon’s Access Transit services and procedures are difficult to find. Access Transit bus is not always available. Sometimes they are late. Bookings for Access Transit cannot be done on short notice. Some seniors require some assistance with transportation even though they do not meet eligibility requirements for Access Transit. Costs can be an issue for some. 	<ol style="list-style-type: none"> Age-friendly training for all Access Transit drivers. Age-friendly review of all written/printed information. Review service standards, system demand, client needs, eligibility criteria and future service demands. Review operational shortfalls. Set improvements to this system as a funding priority for the City. Increase the number of buses to meet demand. 	<p>City of Saskatoon (COS)/Government of Saskatchewan</p>
<p>Other Transportation Options:</p>	<ul style="list-style-type: none"> Taxi service in Saskatoon is costly. 	<ol style="list-style-type: none"> Review taxi driver licensure to ensure appropriate age-friendly service standards and implement training as a 	<p>City of Saskatoon/ Taxi companies</p>

There are one hundred sixty vehicles and five wheelchair accessible taxicabs licensed in Saskatoon. The City may, in its discretion, issue up to six temporary seasonal taxicab licenses and up to eleven temporary wheelchair accessible taxicab licenses.

A number of retirement homes/ enriched housing/assisted living facilities offer bus services to residents. Many organizations, Churches, home care, cancer agencies, Community Clinic, Saskatoon Coop and other business provide driver services.

Parking:

City of Saskatoon: \$20 dollar parking permit available to those who qualify through Saskatoon Abilities Council for the city meter parking. Veteran Parking Program allows veterans free parking. The City is evaluating other cashless parking payment options using new technologies

Reduced parking rate at hospitals for longer stays.

Other:

SGL waives the \$10 fee for non-driver photo identification to Saskatchewan residents 65 years or older. The Older and Wiser Driver is a handbook of driving tips available from any motor license issuer or any SGI office in the province.

Rural Services:

Saskatchewan Transportation Company provides rural bus service across Saskatchewan.

- There are not enough wheelchair accessible taxis in Saskatoon.
- Some taxi drivers can be unfriendly and/or unhelpful.
- Community-orientated alternative transportation options are lacking for older adults.

- There is a need for more handicap parking spots downtown.
- Current parking meter limits are not long enough for doctor appointments, concerts and theatre.
- Information on parking meters is difficult and sometimes impossible for some older adults to read.
- Lack of snow removal on streets and sidewalks is a barrier.
- Parking is expensive (especially at hospitals). There is a lack of parking (especially at hospitals).

- Driver education and refresher courses are needed for older drivers.
- Some road and traffic signs are not clearly visible to drivers.
- Some intersections have visibility problems (i.e. trees, bushes, etc.).
- The city is geared to supporting drivers and not pedestrians.

- Seniors in rural areas and smaller communities find accessing affordable transportation services difficult.
- Seniors in rural areas and smaller communities find STC transportation services uncomfortable.

requirement.

20. Negotiate/implement an older adult discount program.
21. Encourage innovative transportation options in partnership with the community such as the use of Cosmo buses on weekend, car pooling, etc.

22. Create seniors parking passes with a variety of time limits.
23. Increase number of handicapped parking spots.
24. Increase enforcement of sidewalk snow removal.
25. Increase the amount of parking around hospitals.
26. Provide shuttle services for older adults to hospitals from specific points such as the bus stop on College or from one of the malls.

27. Educational workshops for older drivers.
28. Raise awareness and provide education on road safety.

29. Increase the walkability of the downtown.
30. Increase the cleaning and maintenance of essential sidewalks (downtown, hospitals, etc.).
31. Ensure new parking technology is age-friendly.

32. Create a seniors transportation advisory committee for STC.
33. Review and enhance rural bus services to rural Saskatchewan.
34. Review the accessibility of existing buses for physical access.

City of Saskatoon/
community based
organizations/SCOA

City of Saskatoon

Saskatoon Health
Region

City of Saskatoon/SGL

City of Saskatoon

Government of
Saskatchewan/STC

#3: Housing

WHO POLICY OUTCOMES	GAPS	Actions	Lead Agency
<p><u>Housing Options</u></p> <p>There are numerous private condos/apartments for independent living, retirement/ enriched/assisted living options exist for seniors. The Saskatoon Housing Authority provides subsidized housing for older adults who live independently or with minimum support. Social Housing program and there are other housing options for low income seniors in need of subsidized housing (i.e. Jubilee Residence, etc.).</p> <p>Many churches are active in supporting housing for older adults (i.e. Luther, etc.).</p> <p>The Ministry of Social Services Personal Care Home Benefit (PCHB) provides seniors with monthly financial assistance to help them with cost of living in a licensed personal care home. The City of Saskatoon offers a Seniors Property Tax Deferral Program.</p> <p>City of Saskatoon is active in planning “communities” with a consideration of older adults.</p>	<ul style="list-style-type: none"> • Lack of affordable quality housing or subsidized options for low income and moderate incomes older adults. There are long wait lists at many subsidized facilities and especially at facilities that provide some level of care. • Lack of common terminology creates problems for understanding options around the different types of housing facilities available for older adults. • Current models of seniors housing separate them from the rest of the community and sometimes even their family (if age restrictions). • There is a need for more diversity in senior housing options, for example, assisted living facilities that offer some personal care as part of the service package. • There are few options for young “seniors”. • Individuals with special needs have difficulty finding adequate housing (i.e. persons using scooters). • Sask Housing subsidy does not transfer to personal care homes when senior can no longer stay in their own home. • Role of personal care home operations is increasing – creates quality and oversight problems in the system. • No legislation now exists that establishes standards for senior’s housing. • Supportive care community businesses (retirement/ enriched/assisted living sector) should be regulated. • Navigating complex system of public and private housing and care sectors is challenging. • Inability to purchase some personal care as part of the package offered by retirement/enriched/assisted living facilities (this is because of SK personal care home legislation that does not exempt such facilities from having to become personal care homes if they offer personal care as well as hospitality care). • More input needed from older adults on community planning. • No focus or commitment by the community/ government on keeping older adults independent for as long as possible. Lack of programs to support older adults aging in place. 	<ol style="list-style-type: none"> 1. Create an older adult’s provincial advisory committee on housing. 2. Create a mechanism to increase communication and information sharing between the Ministry and the seniors’ service community on housing related matters. 3. Create a one-stop source/inventory for all types of housing information. 4. Establish a definition of common terminology of different housing options. 5. Ensure client care coordinators are fully knowledgeable about all housing options and can help clients navigate the entire housing system. Better fund NPOs who do this work. 6. Research the need/demand for housing along the older adult housing needs continuum. Research should include rural housing needs (by prioritized regions) and aboriginal older adult needs as well as the needs of ethnic/cultural groups and other diverse groups (GLBT). 7. Bring the developers together with the users to ensure there are common goals and understandings on housing needs. Involve users, service deliverers (i.e. OT professionals, etc.). The goal is to create quality housing by working toward common community goals and universal design. Create housing focused on allowing pets, room for visitors, safety, walking areas, green space, social areas, on empowerment, etc. 8. Research best practices, programs and innovative directions for the development of cost effective housing units along every aspect of the older adult housing continuum (i.e. seniors cooperative housing). 9. Create a strategy focused on keeping adults independent and “aging in place” as long as possible. This includes increased funding for programs that support this goal (i.e. homecare program). Examine innovative ideas such as offering personal care as well as hospitality/hotel services, to keep people in their own homes longer. 10. Use a community development approach to planning new housing. Involve everyone: aboriginals, seniors, builders, etc. 11. Establish guidelines and types of services that must be offered in order for facilities to be classified as retirement housing, enriched housing and assisted living facilities. 12. Encourage private sector involvement in self-regulation; use “Gold Seal” of approval – a voluntary accreditation of housing that is (supposedly) designed for seniors; Good seal given for meeting of voluntary common standards by developers; might be granted by a volunteer organization like SCOA. 13. Research and implement programs which increase affordability for older adults 	<p>Government of Saskatchewan, Saskatchewan Housing Corporation, Saskatoon Council on Aging, City of Saskatoon</p> <p>City of Saskatoon, Home Builders, SHIP, SHC, Developers, Saskatoon Council on Aging, Government of Saskatchewan, other builders associations, NPOs</p>

		<p>living in their own homes (i.e. an income tested property tax deferral program, etc.). Implement an income tested property tax deferral program for older adults living in their own homes.</p> <ol style="list-style-type: none"> 14. Increase the inventory of affordable quality housing at each level of the senior's housing continuum. This includes funding or subsidizing developers or groups that build/develop each type of housing (i.e. Quint model). 15. Ensure quality of low income stock is good and meets building codes (i.e. audit existing housing for safety, quality, etc.). Free service of this nature. 16. Increase/develop programs to subsidize older adults who are low income and increase awareness of housing issues to change attitudes about low income housing. Review effects of rent increases on older adult renters and study means of managing rent affordability such as rent control programs. 17. Ensure details on different housing options such as life-long leases are available in written form, in plain language, understandable to older adults. 18. Increase tenant protection from bad property and landlords. 19. Review regulations and rules on housing. Ensure there are no workarounds in the system (i.e. bringing houses in from out of province that do not meet Saskatchewan building standards). 	<p>City of Saskatoon, Government of Saskatchewan</p>
<p><u>Essential Services, Maintenance and Modification</u></p> <p>Numerous private agencies provide fee for service Saskatoon Health Region Home care program is free.</p> <p><i>Saskatchewan Home Repair Program-Adaptation for Independence</i> and <i>Saskatchewan Home Repair Program-Homeowner Repair</i> - Provides financial assistance for low-to moderate-income homeowners to undertake major repairs or to modify their dwelling. <i>Sask Abilities Council</i> – provides equipment support. Seniors Home Security Program</p> <p>City of Saskatoon - Home First Inspection Program is where Saskatoon Fire & Protective Services inspect rental accommodations.</p>	<ul style="list-style-type: none"> • There are few resources to support frail older adults living at home (i.e. podiatrist, homemaking, yard work, etc.). SHR is focused on moving people out of the hospital faster and dedicate resources there, but not aging in place. • Transition services are lacking in Saskatoon (i.e. housing support person who can help navigate the system). • Private agencies are not affordable. • Lack of oversight on quality of care provided by public or private agencies. • Village Concept” for CBOs. A co-operative model involving reciprocal services to lessen older adults travel. • Need for workers who can perform low cost maintenance for older adults living in their homes. Quality needs to be monitored. • Many houses/units are in poor shape and aren't modified for older persons needs. This is especially the case for housing used by social services. • There is a need for more funding programs to support the senior's repair and renovate their housing. • People are unaware of programs that are available to support renovations to their homes. 	<ol style="list-style-type: none"> 20. Increase the size and type of support Home Care provides. Develop strategic goals with annual targets to ensure Home Care is client-centered. 21. Increase support to organizations that work to keep older adults in their homes. 22. Increase funding to the Saskatchewan Home Repair Program. 23. Develop new programs that funds older adult who need modifications to homes. As well, promote “aging in place” modifications with funding. Involve relevant professionals as advisors to age in place developments (i.e. OTs). 24. Identify innovative solutions for the provision of maintenance and modification services (i.e. schools to become involved in community service by cleaning up older adult yards/snow, support for social businesses that have dual purpose mandates such as social enterprises focused on social good or small profit, etc.). 25. Encourage volunteer organizations to provide no cost or low cost support to older adults living in their community (i.e. Community Associations could take a more active role in helping older adults in their community, etc.). 26. Review quality of public/private service and set standards and measures. 27. Create a registry of companies who are qualified and approved to renovate under universal designed standards. 28. Develop mechanisms to encourage retired journeymen to do maintenance services. 29. Create or support innovative programs that provide no cost or low cost modification / maintenance services (i.e. partnership with SIAST or at high 	<p>Government of Saskatchewan City of Saskatoon/ SHC/ Saskatoon Health Region</p> <p>Government of Saskatchewan/ SIAST/School Boards/City of Saskatoon/Saskatoon Council on Aging</p> <p>Saskatoon Health Region/Saskatoon Council on Aging.</p>

<p>Services for Seniors – provides home cleaning, yard maintenance, etc. Urban Camp provides yard services through Services for Seniors.</p>	<ul style="list-style-type: none"> • Inadequate follow up occurs regarding safety issues in both the regular housing rental market and in subsidized housing. • Ageing in place is costly and there are not enough programs to enable a large number of older adults to stay in their homes longer. • Limited awareness of home modifications programs. • Need for workers who can perform low cost maintenance for older adults living in their homes. Quality needs to be monitored. • Urban Camp can provide yard services to very limited number of seniors on a first come first served basis. Private sector providers are more expensive than seniors with low and moderate incomes can afford to help older adults review quality of contractor or service professional work. 	<p>schools for students to provide services). This could also be done with school division shop classes. As well, find other innovative solutions to bring retired contractors back to do this work.</p> <p>30. Communications on programs needs to be improved (mail it out), clear and in a format (i.e. paper) that is accessible with a live contact person to provide support.</p> <p>31. Assist social enterprises that are working in the field of home maintenance (i.e. Services for Seniors).</p>	<p>City of Saskatoon</p> <p>Saskatoon Health Regions/ Saskatoon Council on Aging</p>
<p>Design The City of Saskatoon has an interest in designing communities that are citizen friendly.</p>	<ul style="list-style-type: none"> • Many homes do not meet older adult needs i.e. poor positioning of doors, height of counters, etc. These shortcomings reduce safety and independence of older adults. • Current building codes fall short of addressing older adult needs. There is a need for increased consideration of universal standards i.e. universal standards would bring – wide doors, adequate space for wheelchairs. • There are no programs to support the design of senior friendly housing. • There is a need to engage older adults in the planning process for housing options. • No focus by builders on age-friendly or universal design. 	<p>32. Develop standardized universal design criteria that set the minimum standards for new houses and housing for older adults.</p> <p>33. Develop a strategy to increase the stock of universal designed housing in Saskatoon and Saskatchewan (especially for disabled and/or low mobility older adults).</p> <p>34. Create guidelines and granting programs to assist existing housing stock to adapt universal designs.</p> <p>35. Create a registry of companies who are qualified and approved to develop/build universal designed housing (i.e. they are certified and have a quality rating).</p> <p>36. Ensure future designs for communities involve older adults in development and that they are all-age inclusive (intergenerational ; mini-playgrounds, green space).</p>	<p>Government of Saskatchewan City of Saskatoon/ SHC/ Saskatoon Health Region</p>

#4: Social Participation

WHO POLICY OUTCOMES	GAPS	Actions	Lead Agency
<p><u>Variety and Accessibility of Events/Activities</u> Saskatoon has a vibrant community that is rich in events and activities. Civic services include public libraries and public facilities (leisure centers) in every quadrant of the city Community Associations provide neighborhood activities for local residents. Saskatoon has a large number of parks and trails. Saskatoon has a public transportation system including Access Transit which provides service to the door for most public facilities in Saskatoon.</p>	<ul style="list-style-type: none"> • Lack of affordable and appropriate transport services. Lack of handicap parking services. Difficulty booking Access Transit. This is exacerbated for older adults who live in towns and rural areas around Saskatoon where there is no specialize transit. • The field house and other public facilities (i.e. Mendel) do not have public transportation service to the “door step”. • Evening timing of activities may pose a barrier for some. • No civic centre in core neighbourhood. • Saskatoon Public Library mobile library could provide more services (i.e. mobile computer lab). • Few programs developed specifically to support older adults from diverse groups (i.e. gay/lesbian, aboriginal, etc.). • Not enough programs for the level of program demand (many older adult programs are oversubscribed). • Rural areas around Saskatoon have fewer facilities for activities. • Rural school districts are not active at looking how to become activity centers for older adults. Likewise, city schools also are not supporting older adult activities. 	<ol style="list-style-type: none"> 1. Planning process for the City needs to incorporate “gathering” spaces in new buildings and developments (places to sit,etc.). 2. Age-friendly walkability and transit study to ensure access to public events and facilities along with a plan to manage transportation issues. 3. Create a City of Saskatoon seniors advisory committee to provide input and to review older adult access to social, recreational, artistic, intellectual and cultural opportunities and physical activities across the city and make recommendations on future development/needs. 4. Review/study existing and new services to increase accessibility to the public library system. 5. Create and support an advocacy body (i.e. like the Edmonton CBO coalition) organized and focused on older adults issues. 6. Create and support programs and services accessible to older adults (volunteer driver programs to events, free access to events for people who bring older adults, afternoon focused activities, more integration of schools programs with older adults, etc). 7. School board planning process could incorporate “gathering” spaces in planning for new buildings and development. 8. Encourage more outreach by schools into the older adult community (free tickets to seniors to band events, etc.). 	<p>City of Saskatoon</p> <p>Saskatoon Public Library</p> <p>City of Saskatoon, community organizations</p> <p>City of Saskatoon</p> <p>Saskatoon/Rural School Boards</p>
<p>A variety of not-for-profits (NPOs) provide a wide range of services and volunteer opportunities as do faith based communities. There is a rich arts and learning community (U of S, SIAST, etc.). There are a number of Senior’s Community Organizations/ Clubs in Saskatoon. Local media run local events listing and programming.</p> <p>Older adults are encouraged to vote in civic, federal and provincial elections and have options available to assist them.</p> <p>Saskatoon has a number of malls for walking for older adults (market mall)</p>	<ul style="list-style-type: none"> • Some older adults are unaware of the range of activities available. They may not be computer literate which is where the majority of these programs are advertised. • There is no central collection point for information on activities in Saskatoon either electronically or on paper/call in. • When the <i>Saskatoon Sun</i> ceased publication older adults lost a key source of information about activities and events. 	<ol style="list-style-type: none"> 9. Enhance communications about the transportation options for older adults including encouraging organizations/organizers to consider this challenge when planning activities/events. 10. Retirement seminars that help people adjust/prepare for retirement and provide them with information on the next steps and information sources available. 11. Local gathering places (i.e. Co-op, health offices, etc) should be included in promoting older adult events, programs, etc. 12. Create a 211-like information line (see Communication and Information dimension) or ensure support for existing 211. 	<p>Saskatoon Council on Aging in partnership with community</p> <p>United Way</p> <p>Government of Saskatchewan</p>
<p><u>Affordability</u> Generally, Saskatoon is an affordable city. <i>City of</i></p>	<ul style="list-style-type: none"> • Many older adults cannot afford the cost of programs at public facilities (i.e. leisure pass is too expensive). 	<ol style="list-style-type: none"> 13. Increase understanding/awareness of older adult needs and older adult income issues. 	<p>Saskatoon Council on Aging in</p>

Saskatoon Leisure Access Program – Free Leisure Card for Low income residents (Also offer lower group rates and bulk ticket purchases and pay monthly installment options). *City of Saskatoon bus pass for low income or social assistance*. Most organizations offer senior's discounts and City of Saskatoon Community Association network - provides low cost or no cost programs for their residents. Saskatoon Council on Aging runs numerous free programs for older adults. Saskatoon Public Library offers free programs. YWCA/YMCA low fee programs. YWCA has a computer lab that is free. City of Saskatoon/United Way, Community Foundation and others provides grant support to a large number of community organizations to support low income programs

Addressing isolation

Saskatoon Public Library Outreach Services and Basic Computer Training Classes - Basic computer classes are offered regularly for free in a computer lab. Saskatoon Council on Aging: Lifelong Learning-Computer Classes for Older Adult Beginners: Microsoft Words, Internet, Facebook. YWCA: Computer Lab Services – Provide fee for service training on a variety of programs/applications.

Fostering community integration

Programs exist which support intergeneration activities: Sherbrooke Community Centre *Oak Trees & Acorns Child Care*. Saskatoon Council on Aging – Partnership in Education Project and SCOA work with Bishop Klein. Leisure Centres promote shared and multipurpose use for all ages

- There is a low understanding of the challenges faced by low income/fixed income (i.e. having to leave supportive communities to find housing). Paper work for access to low income programs is difficult to understand and complete.
- Many older adults are unaware of organizations and the services they offer.
- There are not many grants available that are targeted to seniors (many organizations community giving targets youth, newcomers, etc., but not seniors).
- Homebound seniors are often disengaged from civil society (especially in winter).
- Many seniors are not skilled on computers. There is a lack of affordable training programs and difficult to get information on training.
- Ensuring programs for older adults pay attention to language barriers/needs as well as other disabilities (i.e. hard of hearing, vision, etc.)
- Increased attention to older adults with disabilities.
- Saskatoon/Saskatchewan Housing Authority low cost housing does not allow pets.
- There is a need for more intergenerational programs/projects opportunities which bring children, youth, and older adults together.
- Community Associations are not focused on seniors or senior's programming
- Nursing homes/assisted living centers are not well integrated into their local communities.
- The development of gated communities does not foster integration.
-

14. Increase low income accessibility to programs. Need to also review approach to determining access (i.e. more no-cost programs). Need a community forum specifically on income issues facing older adults.
15. Increase information on older adult issues at community association level.
16. Create a seniors week celebration which will be a time to promote age-friendly issues and a better understanding of older adults
17. Communicate programs and services for older adults (make sure to include ethnicity and diversity).
18. Increase cross promotion through the many community based organizations communication networks (i.e. Meals on Wheels, etc.).
19. Buddy programs involving a collaboration of organizations to assist with driving, companionship, car pooling, etc.
20. Increase outreach to isolated seniors to help them participate in activities (i.e. use a buddy /friend/mentor system approach).
21. Improve support for informal and family caregivers so they are able to more fully participate in activities in the community.
22. Increased programs especially to assist "aging in place" that allow for visiting/checking up (need to create a more caring society).
23. Programming for older adults should be encouraged within the Community Association network.
24. Nursing homes/assisted living centers should be encouraged to integrate into their local community i.e. opening up coffee shops.
25. Identify and support activities which bring older adults together.
26. Encourage more outreach by schools into the older adult community (volunteer opportunities for students, and vice versa etc.)
- 27.

partnership with community

Saskatoon Council of Aging, City of Saskatoon, community organizations

City of Saskatoon

#5: Respect and Social Inclusion

WHO POLICY OUTCOMES	GAPS	Actions	Lead Agency
<p><u>Respect and inclusion</u> City of Saskatoon Accessibility Committee has an older adult representative. There is a vibrant not for profit sector, with number of organizations working to support older adults: Saskatoon Council on Aging, Saskatoon Community Clinic, Seniors Advisory Council of Health Region, faith communities, etc.</p> <p>Older adults describe respectful and helpful service at some businesses. Banks and credit unions, some supermarkets and drug stores were examples. Some businesses are making efforts to become age friendly.</p> <p>Older adults are both welcome and in active leadership roles in political and social organizations.</p>	<ul style="list-style-type: none"> • Ageism is rampant. Society values youth and youthfulness and devalues older adults and aging. Older adults sometimes find their participation is tolerated rather than welcomed by younger people. Their contributions are dismissed as out-of-date. • Ageism compounds discrimination experienced by older adults in diverse groups (i.e. disabled, GLBT, New Canadians and Aboriginals). • There is not a formal mechanism by which older adults have a voice in City decision-making. Existing consultation process does not work. • Lack of information on opportunities in the community for older adults. • Some noted that there are few mechanisms (formal or informal) by which older adults are consulted by public, voluntary and commercial services on ways to better serve them. • A large number of service providers do not understand how to serve older adults nor do they see this as an issue. • Products are not developed to meet the needs of older adults. • There is at times a lack of respect and understanding within the health care sector about both physical and psychological aspects of older adults. • There is limited or little recognition of challenges faced by Aboriginal, New Canadians and GLBT older adults in terms of inclusion. There are still very intolerant and inflexible groups of people in Saskatoon. 	<ol style="list-style-type: none"> 1. Develop a Charter for older adults in Saskatoon that identifies older adults as an important part of the city's social fabric. 2. Increase representation of older adults on city committees and form an Older Adult Advisory Committee. 3. Target older adults in regular and meaningful city planning and discussions. 4. Introduce a campaign to have businesses support and become involved in age-friendly audit and training. 5. Institute age-friendly training for all health region staff. 6. Introduce age-friendly training in all professional colleges for student training at post-secondary institutions. 7. Introduce age-friendly training in the K-12 system. 8. NPO training about age-friendly inclusiveness and activities. 9. The Government of Saskatchewan should create a Seniors' Secretariat to address inclusion issues province-wide. 10. Assess and evaluate needs of the aging population. 11. Encourage the volunteer sector to recruit older adults into meaningful roles. 12. Increase the information contained in the existing service roadmap/inventory of seniors services, organizations, etc. and expand its reach (i.e. Web and telephone support). 13. Increase awareness of the challenges faced by older adults when they are accessing services. 	<p>City of Saskatoon</p> <p>Saskatoon Council on Aging, business orgs. Saskatoon Health Region</p> <p>U of S, SIAST, etc. School Boards Government of Saskatchewan</p> <p>Saskatoon Council on Aging, United Way</p>
<p><u>Public images of ageing</u> Saskatoon has an active community of older adults who are meaningfully contributing as volunteers/mentors and patrons of many organizations and causes.</p>	<ul style="list-style-type: none"> • Media representation of older adults reflects negative stereotypes of aging rather than real older adults. Ageism is rampant. • Public images of older adults who are diverse are absent (ethnic, religious, GLBT, disabled, etc.). • There is a gap in understanding issues of older adults and poverty; isolation, disability, etc. 	<ol style="list-style-type: none"> 14. Initiate a campaign directed at understanding and ending ageism – creating a culture of inclusion and appreciation. This campaign must include images of diverse groups of older adults across the province. 15. Research into best practices on imaging older adults. 16. Increase research funding on older adults. 	<p>City of Saskatoon/ Government of Saskatchewan, Saskatoon Council on Aging</p> <p>Government of Saskatchewan</p>
<p><u>Public education</u></p>			

A number of projects are in place to encourage education and understanding of older adults: Saskatoon Council on Aging Inc. "Holy Cross Youth-Seniors Engagement Project", U of S has a number of courses on aging, PLEA, Saskatoon Public School System and the Greater Catholic School have some programs that provide learning opportunities on older adults and aging, aboriginal elders in a variety of organizations

- There is a lack of programs in schools about aging.
- Media images are difficult to change.
- There is a lack of progress teaching respect for people with different abilities, capacities and backgrounds especially when they are older adults (i.e. hearing loss affects 1 in 5 and exacerbates quality of life issues, yet there is a social stigma)
- New technologies have the potential to make generational divisions worse as some older adults are not skilled at using computers, new technologies and social media.

17. Saskatoon School Boards should encourage teachers to involve older adults in their teaching activities.
18. Schools should celebrate aging (along with diversity of all kinds) in their lessons.
19. Create an indoor "town square". Free access space in library/coffee shops for volunteer groups to do educational sessions and classes on older adult issues.
20. Celebrate older adult residents' value, contributions, etc.

GSCS/Saskatoon Public School Board

Saskatoon Council on Aging
The City of Saskatoon

Economic inclusion

There is a general sensitivity to economic barriers. Most services and events in Saskatoon have a senior's admission rate and some have a low income rate. A number of NPOs/organizations provide assistance to low income older adults (i.e. Saskatoon Food Bank, Abbeyfield House, Amy McClure Place, etc.)

- Many low income older adults or "fragile" income older adults do not know about low income rates or just miss qualifying. They "fall through the cracks."
- The economic challenges facing many older adults are not understood by service organizations (i.e. government, community, etc.) and society, and so no effort is made to open access to them.

21. Raise the profile and understanding of low income older adults.
22. Advocate on behalf of low income older adults. Create better connection tools for low income older adults to ensure they are accessing program and services designed for them.
23. Research to understand the cost of older adult poverty (experience more illness, isolation, etc.).

Government of Saskatchewan

Saskatoon Council on Aging, University of Saskatchewan,
Government of Saskatchewan

#6: Civic Participation and Employment

WHO POLICY OUTCOMES	GAPS	Actions	Lead Agency
<p><u>Volunteering options</u> Saskatoon is a city of volunteers and opportunities abound for older adults. Volunteer Saskatoon manages a volunteer opportunities service and electronic volunteer opportunities bulletin board, one can directly contact any of the local organization. The Saskatoon Council on Aging offers older adults specific opportunities focused on older adults.</p> <p>In rare cases there is support for volunteers such as the Government of Canada-Line 362 Volunteer firefighter's tax credit.</p>	<ul style="list-style-type: none"> • There is emphasis on recruiting younger adults to boards and to volunteering. • Some feel that there are perceptions of older adults as not valuable on Board of Directors and committees (too old, dated views, etc.). • Lack of knowledge by volunteer recruiters on how to work with older adult volunteers. • Lack of information on volunteer opportunities. • Older adults who are not computer literate are unable to access information online regarding volunteering opportunities. • Gap between paid employment and volunteerism should be discussed as part of preparation for retirement. • Volunteers incur costs when volunteering. These costs which include gas, parking, public transit and sometimes food deter some older adults. Volunteers are rarely supported in their voluntary work by being provided with transportation and parking costs and there are no incentives (i.e. tax credit offered for volunteering). 	<ol style="list-style-type: none"> 1. Develop a program and media campaign to highlight value of older adult volunteers and how to use them in their fullest capacities. This includes placing them in positions of responsibility and leadership. 2. Increase accessibility to volunteer opportunities through outlets other than online. 3. Develop retirement preparation programs that highlight retirement options. 4. Age-friendly training for organizations that use volunteers. 5. Advocate for a senior's tax credit for volunteer hours in the community to encourage older adults to volunteer. 6. Discussion on options around supporting/compensating older adult volunteers (i.e. honorariums or covering costs). 7. Develop a program where volunteers get free bus passes or parking passes when they volunteer. 8. Encourage corporate volunteer programs (i.e. Sasktel Pioneers). 	<p>Volunteer Saskatoon, Saskatoon Council on Aging, Government of Saskatchewan, City of Saskatoon</p> <p>Saskatoon, Saskatoon Council on Aging</p> <p>City of Saskatoon, Volunteer Saskatoon</p>
<p><u>Employment</u> Mandatory retirement has been abolished in Saskatchewan and there is and legislation preventing discrimination on the basis of age. Government supports SaskJobs.ca which is an online tool for job searching. There are a range of opportunities for older people to work and there are flexible opportunities, with options for part-time or seasonal employment for older people. Employee organizations (e.g. trade unions) support flexible options, such as part-time and voluntary work, to enable more participation by older workers.</p> <p>Many older adults are finding work in the service sector (Tim Hortons, Walmart, Corps of Commissionaires, etc) where they are welcome and appreciated.</p>	<ul style="list-style-type: none"> • Despite the abolition of mandatory retirement, there is a perceived hesitation in hiring of older adults, in part, due to tax disincentives and pension regulations and ageism. • Ageism is a barrier to older adults' employment. For example, some older adults (professionals or trades people) are unable to find meaningful work. There is an overt preference for younger workers (i.e. government hiring campaigns target youth). • There are few programs that encourage employers to hire older workers and there is no benefit offered to businesses that do. • There are very few programs that support mentoring by older adults of younger workers. • The Provincial Government has no programs encouraging businesses to hire older workers. There is a sense that the government is focused on bringing immigrants in rather than training/retraining older workers (recently retired) in Saskatchewan. • There are no employment agencies available to assist older workers find employment. 	<ol style="list-style-type: none"> 9. Develop an understanding of the opportunities offered by retention, retraining and re-entry of older workers as a mechanism to achieve the goals of the Premier's Growth Strategy. 10. Work within Saskatchewan's business community to emphasize the importance of the older worker; the productivity value of retention, retraining and hiring of older workers, and their value as mentors, etc. The goal should be to have Saskatchewan employers actively engaged in the hiring, retention, promotion and training of older workers employees. Program should also emphasize workplace options and message that discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees. 11. Media campaign to emphasize the face of older workers and their value as employees, as mentors, etc. 12. Develop a resource kit for employers and employees to learn about the value and adaptations necessary to support older adults as a tool to maintain a highly skilled workforce in the workplace. 	<p>Government of Saskatchewan, Business Community</p>

13. Develop government incentive programs which encourage employers to rehire older workers (i.e. something like “hire a student” only hire an older worker). Provide financial support (i.e. tax incentives, grants, etc.) to organizations that work to train employers on older workers (i.e. Saskatoon Council on Aging).
14. Undertake a public campaign to alert employers to the availability of causal older workers (need a casual job board on Jobs.ca).
15. Work with the Government of Canada to improve linkages of older adults to employment agencies and opportunities.
16. Review provincial programs and work with the federal government to identify and eliminate barriers in the income security and tax system to ensure there are no barriers to older worker labour market participation.

Training

There are a number of training opportunities for older adults. For a fee, the U of S has professional development programs through its Centre for Continuing and Distance Education. SIAST and community colleges offer training programs for older adults (for a fee). The Government of Saskatchewan offers on a limited basis, the Targeted Initiative for Older Workers.

Most community agencies offer training for volunteers and Volunteer Saskatoon offers free training regularly. There are agencies which offer training on the use of technology (free or for a fee) including Saskatoon Council on Aging, Food Bank and Learning Centre, Saskatoon Public Library, YWCA, etc, CUMFI and GDI. There are also a number of paid courses available through the private sector schools. Newcomers Information Centre, Settlement Services all assist older adults with finding work or providing some guidance.

- There are no free employment -based training opportunities for older adults looking to reenter the workforce and so many are discouraged. There is a high cost vs. low benefit for investment in {re} education.
- No programs are available to support older entrepreneurs. There is a perception that banks and investors are less likely to support older entrepreneurs. Majority of entrepreneurship work is targeted at young adults. Nothing is specifically aimed at retiring boomers.
- There does not appear to be any efforts to retrain or redevelop older adults to keep them in the workforce longer or to reenter the workforce or for casual employment.
- Limited access and/or information is available on the Targeted Initiative for Older Workers initiative. The program is targeted at low skill older adults. There are questions as to the effectiveness of this program for more advanced skilled older adults.
- The Government seems to want to ignore this labour force.

17. Convene an industry roundtable to determine whether employers have the tools and support they need to retain and then recruit older workers. This will see the development of a mature worker retention and engagement plan, which includes a mechanism for ongoing communication, info sharing and coordination amongst industry partners.
18. Reduce/subsidize the education cost of retraining programs for older workers, especially in high demand areas (i.e. welding, plumbing, computers, etc.).
19. Develop an education program to train older adults to mentor/teacher others. As well, establish a mentorship/assistance program to enable businesses to access seniors' knowledge and time.
20. Develop workshops/training and incentive programs for older adults who want to start new businesses (NB: young entrepreneurs have different needs than older adult entrepreneurs – one size does not fit).
21. Age-friendly training for organizations that have or want to hire older workers.
22. The Government of Saskatchewan should review/assess the Targeted Initiative for Older Workers for value to older workers, accessibility, etc.

Government of Saskatchewan,
Business Community

#7: Communication and Information

WHO POLICY OUTCOMES	GAPS	Actions	Lead Agency
<p>Information offer There are many information sources available for older adults in Saskatoon. The Saskatoon Council on Aging operates a Resource Centre that is accessible in person and by phone during business hours and on the SCOA website. They also produce a directory of services. The Saskatoon Public Library has resources on services available to older adults and provides one-on-one assistance when needed. Saskatoon Health Region Client Patient Access Services offers health information over the phone. Health Line 24/7 health information and advice over the phone by health care professionals. Many issue specific community organizations that can provide information (Community/ church/ activity groups, etc.). There are many resources located on the internet.</p>	<ul style="list-style-type: none"> • There is no “one-stop” location with information on matters of importance to older adults (SCOA supports that service but lacks the funding to provide a comprehensive range of information). There is no 24/7 service and there is no information coordination amongst service providers. • There is no “one-stop” or centralized information centre with information on matters/events of interest to older adults. • Many websites are difficult to navigate. For example, the City of Saskatoon, SHR and Government of Saskatchewan websites are difficult to use. • Some older adults lack access to computers (can’t afford or don’t have workable systems) or lack computer skills and are thus increasingly unable to have contact with important agencies/services that list email addresses and website but not phone numbers for inquiries. • No one in the system (health, government, municipal) dedicated to providing personalized assistance to older adult clients. 	<ol style="list-style-type: none"> 1. Create/support a “211” service – one stop – location for information for older adults. This should also have a store front location with live-person client service. This organization must coordinate information across disciplines. 2. Better use of existing communication networks such as the Community Association Newsletters. 3. An annual meeting of older adult service providers to update each other on program changes, best practices, etc. 4. The City of Saskatoon should create an older adult/seniors relations office. 5. A public campaign about the need to have information access points for people who are unable use the computer entry points – such as personal contact. 6. Develop a client advocate in the health system (either volunteer or paid) to assist older adults navigate the health system. 7. Ensure that there are avenues for older adults to provide feedback and information on the programs, services, and the tools used to convey information to them. 	<p>United Way/Public Library</p> <p>City of Saskatoon, Community Associations</p> <p>All government agencies (federal, provincial, municipal)</p> <p>Saskatoon Health Region</p> <p>City of Saskatoon</p>
<p>Communication Methods There are many avenues available to find information. Staff at many community organizations can assist on specific questions and the Saskatoon Health Region has a number of areas that provide health information in plain language by trained professionals. People can ask questions. Health bus provides personalized plain language medical help. Local television and radio stations provide-information on local events and issues.</p> <p>City of Saskatoon produces brochure in Braille and translated in 14 different languages. The City can arrange assistance of a sign language interpreter for those who need it to address City Council. READ Saskatoon, Frontier, etc. literacy organizations</p>	<ul style="list-style-type: none"> • As more and more telephones are answered by automated systems, it is increasingly difficult to reach a person by phone for information. • Information is often not given in plain language (familiar words and straightforward sentences). Often technical and complicated words are used and sentence structures can be complicated/confusing. • New Canadian/aboriginal older adults may experience language barriers. • Front line staff are not always up to date or informed. • Publicly funded home support workers have busy schedules of tasks to complete and lack time to provide information and support. • Older adults are readers of print newspapers. Cost of a newspaper is prohibitive to some low income older adults. • Community standards for print sizes need to be used by public and private organizations (publications in the community are too small). 	<ol style="list-style-type: none"> 8. Key websites should undergo a stakeholder reviews prior to being released for input/feedback on ease-of-use. 9. Ensure that all communication material provides clear, readable and multi-lingual information for older adults through newsletters, brochures, educational workshops, telephone book, newspapers etc. 10. Remind all organizations/businesses about the need to provide easy to access personal contacts points on demand (i.e. live operator). 11. Undergo age-friendly training (including plain language training) for all government service providers with direct client contact. Implement mandatory review of public materials by stakeholder organizations and users for usability and plain language prior to printing. 12. Work with local media outlets to increase community information services to the public. 	<p>All government agencies (federal, provincial, municipal)</p> <p>Government of Saskatchewan</p> <p>Saskatoon Council on Aging</p> <p>Government of Saskatchewan</p>

<p>available to help older adults with reading skills and provide guidelines advice on plain language. CNIB Clear Print guidelines and client support, services and devices.</p>	<ul style="list-style-type: none"> • Forms and information publications are difficult to complete (i.e. too small, confusing words, not enough room, etc.). • Telephone recording systems can be complex/confusing, messages are poorly enunciated and too fast. Most times it is difficult to reach a real person. • Cell phones, ATMS and other technology can be difficult for some older adults to use (i.e. LED displays that are too small and visually to difficult, instructions can be confusing, etc.). 	<ol style="list-style-type: none"> 13. Increased funding to NPOs that work in the area of alleviating social isolation. 14. Work with other older adult support organizations to determine how to support older adult's information access points and better coordinate this service. 15. Government should support research of best practices and then publicly promote a service standard for all disabilities (i.e. blind, deaf, hard of hearing and cognitive). 16. An initiative should be developed to support free distribution of local newspapers to low income older adult residences. 17. Hold Annual Open House Seniors Days sponsored by community associations, the municipality at recreation and municipal centres, fire and police facilities to engage older persons, improve awareness of services and create social connections. 18. Encourage and facilitate older adults' participation in neighbourhood associations in order to ensure that activities are relevant to all generations. 19. Advocate for Saskatoon businesses/organizations to undergo age-friendly training. 20. Businesses need to ensure that when using foreign workers they have appropriate language and can communicate plainly. 	<p>Saskatoon Council on Aging, Public Library</p> <p>Saskatoon Council on Aging, Business Community</p> <p>Government of Saskatchewan</p>
<p>Computers and the Internet Saskatoon Public Library provides free computers for use at all of its branches. Computer classes are provided by an array of community agencies (SCOA, YWCA, the library, etc.). Some areas of the city have access to public wifi.</p>	<ul style="list-style-type: none"> • No program exists to assist older adults who are low income to access free computers (i.e. Computers for Kids). • No technical support is available to older adults (except by companies providing fee for service) who need help with computers for repair or program/software management. 	<ol style="list-style-type: none"> 21. Increase support for computer literacy training and education for older adults. 22. Increase computer access in libraries. Develop a volunteer computer support program to assist patrons use computers. 23. Government funding for a computer recycling program to put a computer in low income older adult's homes. 24. Free wifi network across the city (many cities already provide low bandwidth wifi). 	<p>SCOA/Saskatoon Public Library/YWCA</p> <p>Saskatoon Public Library</p> <p>Government of Saskatchewan</p> <p>Sasktel/City of Saskatoon</p>

#8: Community Support and Health Services

WHO POLICY OUTCOMES	GAPS	Actions	Lead Agency
<p>Service accessibility Ministry of Health offers the Sask. HealthLine, a confidential, 24-hour health information and support telephone line and the Ministry through the Saskatchewan Continuing Care - Services are available for people who can no longer live independently, or need assistance to do so. Responsible for Home Care, Personal Care Homes Program and Special Care Homes Program. The new Personal Care Home Benefit (PCHB) provides (or will provide) low income older adults with monthly financial assistance to help cover costs of living in a licensed personal care home. Partial or very limited coverage/support exists through Ministry of Health under the Hearing Aid Plan as well as for dental services, for optometric services, for home oxygen and aerosol therapy, and Senior citizen's ambulance assistance. <u>Saskatchewan Aids to Independent Living (SAIL) Program</u> assists people and the Drug Plan provides coverage (exceptions exist) for drugs. Saskatoon Health Region Geriatric Evaluation & Management (EM).</p> <p>Health and social services are well-distributed throughout the city, are conveniently co-located, and can be reached readily by all means of transportation.</p> <p>There is a wide range of different types of residential care facilities for older adults in Saskatoon. Saskatoon Health Region CPAS coordinates community services and access to special care homes as well as providing information and assistance accessing services. Nursing, physiotherapy, occupational therapy, social work are</p>	<ul style="list-style-type: none"> • Difficult to know who can navigate the system (e.g. CPAS is limited). • Health and health related information can be difficult to find, understand, evaluate and communicate. There is no clear and accessible information about how to navigate the complex health system, social services or community services. • Much of the health information in print format uses language and vocabulary beyond the ability of many older adults to understand. Older adults' health literacy appears to be low. • Numerous gaps within the health care service/care spectrum. Long waiting lists for rehab, OT, emergency, etc. in system. There are shortages of geriatric inpatient beds, geriatricians, and geriatric services for senior and palliative care beds. • Mental health services are limited. Many services are not resourced appropriately. There is no system effort to support older adult mental health issues (e.g. Dementia, depression, etc.) nor to train community to do so. • Service gap for low low-income people and for rural residents where few volunteers and professional staff are available or the additional services cannot be afforded. • Some efficiency measures add challenges to older adults using the health and community service system (i.e. scheduling of Home Care staff). • One appointment per visit is a problem (i.e. the 10 minute medical appointment, one problem, one medical appointment policies). • Ageism exists in service provision (treat older adults differently). • Older adults in diverse groups (i.e. aboriginal, GLBT, etc.) still experience discrimination. • There is a lack of depth and availability in Saskatoon for diverse services i.e. oral care. • Access long term care from home or other types of subsidized care facilities is difficult. • Special care homes deficit for physio and other therapies support. • There is a lack of government-set standards and regulations for facilities that provide retirement living, enriched housing, and assisted living. • Regulations of personal care homes are widely perceived to be inadequate 	<ol style="list-style-type: none"> 1. Create a centralized/specialized real person access entry point for older adults. 2. Create an advocate who can provide individualized navigation support to older adults through the health system (volunteer or paid). 3. Establish better working relationships between service providers (share information on information provision). 4. Review and revise print materials after implementing age-friendly language. 5. Provide regular mail outs that include information sheets (i.e. put contact numbers inside of energy bills) on health and community services. 6. Review the service levels, quality of, quantity and effectiveness of current Saskatoon Health region geriatric offerings – are they appropriately located and accessible, etc. This review must be an external review and include clients and service providers. Identify best practices models. Focus on innovative solutions. 7. Increase accountability for quality of service within the health region (i.e. create service standards and report on them annually – not just wait time lists). 8. Review/ increase support for mental health issues in older adults. Ensure there is community understanding of these issues. 9. Increase home visits by health professionals. 10. Create integrated multidisciplinary teams model of health care delivery. 11. Assist individuals take more responsibility for own health; self-help information is available as well as access to many resources. 12. Age-friendly training for all health practitioners (including care homes, EMS, etc.). This should include diversity training offered from appropriate organizations. 13. EMS should be looking at innovative solutions to pressures in system (i.e. take patients to minor emergency instead of ER 	<p>Saskatoon Health Region, Government of Saskatchewan</p>

available free under the Home Care program to clients in the community. Eligibility is assessed by CPAS. An extensive health provider network exists in Saskatoon and region with a number of significant specialties available.

SCOA resource centre and directory and numerous community organizations are available to provide information or path finding. The Saskatchewan Abilities Council works with people of varying abilities to enhance their independence and participation in the community through vocational, rehabilitation, and recreational services. Special needs equipment is available on loan. Magnifiers, talking book machines and braille watches are provided by Canadian National Institute for the Blind. The Community Clinic provides a number of health services in one Westside location that is fully accessible.

Dad's Organic Market Saskatoon, Clarence Avenue Market, Pelican Market, Mount Royal Foods, Wendt Shopping provide delivery for a low cost. CHEP Good Food Inc. Senior Store -Stores for Seniors and Neighbourhood Markets are offered in 6 of the SHA Seniors' Complexes and 2 other senior complexes. Saskatoon Coop offers transportation services to some of its stores.

and inadequately enforced.

- There are a limited number of day programs.
- The need for homemaking, personal and/or nursing care can necessitate early and unnecessary placement in a care facility.
 - SHR Home care services are often unable to meet demand.
- Lack of beds can result in separation of older adult from spouse, family and community.
- Some staff engage in behaviours that diminish older adults' self-respect. They lack training on older adults' needs and how to work with them.
- Support for family caregivers is lacking. Families face difficulty managing the financial and other challenges of providing ongoing care to older relatives.
- Economic barriers impede access to supportive housing (retirement living/enriched housing/assisted living). Availability of units for older adults with low and medium incomes is limited.
- Economic barriers impede access to homemaking (housekeeping) and home maintenance services.
- Economic barriers affect access to health services such as ambulance, dental care, podiatry, and some mobility aids.
- Economic barriers impede access to health and community support services and access to housing for some older adults.

- There are language barriers for new Canadian older adults.
- Older adults moving to Saskatoon often experience difficulty finding family doctors who will accept new patients and in finding information regarding health care services, and service eligibility.
- There are shortages of meal and grocery delivery programs for seniors who do not qualify for Meals on Wheels.
- Costs of parking at hospitals and some physicians' offices can be prohibitive for some older adults. The location of parking is also a barrier.
- Bus service to hospitals is an issue especially in terms of distance from bus stop to hospital entrance. The walk can also be slippery in winter (See Transportation Dimension).

or Community Paramedicine).

14. Reduce reliance on long term care through innovative system solutions (e.g. aging in place).
15. Review waits list issues for care Long Term Care. Review the value of direct client funding for Long Term Care. Improve evaluation of needs and coordination of beds. Make sure streaming eliminates those who do not need the resources.
16. Have healthcare staff (i.e. LPN) that provide basic services within residential facilities (e.g. blood pressure testing, general health checkups, etc).
17. Identify the gap between independent living and private care/public care living and review/implement aging in place policies and programs.
18. Increased regulations/oversight and inspection of private care homes.
19. Increase the size of the day program and support for care givers.
20. Review palliative care services. Increase support for hospices.
21. Implement a health bus for the East side of Saskatoon.
22. Cap seniors emergency service fees for using EMS.
23. Increase support for publicly provided dental services.
24. Develop program to incent family or friends to provide care giving through tax incentives, support mechanisms and respite.
25. Use of Community Cooperatives; Village concept, voluntary and run by volunteers, for reciprocal services.
26. Increase support for Meals on Wheels.

Government of Saskatchewan

Multiple partnerships – SHR, church groups, seniors associations

Offer of services

There is a wide range of training opportunities for health professionals. There are numerous health and community supports in Saskatoon.

- Training in occupational therapy is not available in Saskatchewan and there is a shortage of OT's practising in the province.
- Speech/language services lacking.
- There are limited experiential training opportunities for students who want to work with older adults.

27. Need to increase training to specific high demand professions (i.e. retention strategy, tuition reimbursement, tax incentives, etc.). Conversely, offer funding to Saskatchewan students who take programs out of province to return.
28. Look for innovative solutions such as drawing from pool of

Saskatoon Health Region, Government of Saskatchewan, University, SIAST

		retired health care professionals.	
		29. Partner with health insurers to reimburse private partnering health care providers e.g. nurses, etc. for specialty services.	
<u>Voluntary support</u>			
Saskatoon has a capable and dedicated core of volunteers who work throughout the system (drivers, visitors, etc.) and for a large number of community organizations.	<ul style="list-style-type: none"> • Better coordination among senior serving organizations is required to better support older adults and ensure best use and training of volunteers. • Need more volunteers in services that support older adults. Need programs to support volunteering. • Too many client -driven services delivered by volunteers 	30. Develop and deliver more programs to enhance community support and assistance for older adults. 31. Community based organizations should annually meet to identify areas of commonality/shared program work. 32. More collaboration between SHR and the community to develop range of programming and have it integrated it SHR directions. 33. Increase the range of services offered to older adults. 34. Training in school for youth on working with older adults. 35. Recruit retired health care professionals to provide services in the community. 36. Recognize and engage older adult volunteers meaningfully.	Community Organizations Saskatoon Health Region Community based organizations
<u>Emergency planning and care</u>			
Saskatoon has excellent fire and protective services that reach across the city. These organizations work with seniors centers to deliver presentations.	<ul style="list-style-type: none"> • Age friendly training for protective service personal is needed. • There is no emergency plan for older adults if something happens (major storm, etc.). 	37. EMS/fire/police should do outreach to older adult locations to educate older adults on services and safety. 38. Implement mandatory age-friendly training for protective services. 39. Protective services should work with older adult focused community based organizations to identify needs and solutions.	City of Saskatoon Protective services

D. Glossary

Definitions have been taken from the World Health Organization Glossary and other reference documents. In some instances, glossary terms have been adapted to Saskatoon's experience.

Accessibility: Removal of the barriers to entering and receiving services or working within any setting.

Active Aging: the process of optimizing opportunities for health, participation and security in order to enhance quality of life as people age.

Affordable Housing: Housing of a reasonable quality that people on modest incomes can afford.

Ageism: The negative stereotyping or discrimination of people on the basis of age.

Age-friendly city:

- Recognizes the wide range of capacities and resources among older persons
- Anticipates and responds flexibly to aging-related needs and preferences of seniors
- Respects the decisions and lifestyle choices of older adults
- Supports older adults who are most vulnerable
- Promotes the participation of older adults, and encouraging their contributions community in his or her current home or an appropriate level of housing.

Aging in place: Meeting the desire and ability of people, through the provision of appropriate services and assistance, to remain living relatively independently in the community in his or her current home or an appropriate level of housing. Ageing in place is designed to prevent or delay more traumatic moves to a dependent facility, such as a nursing home.

“Boomer” Population: A portion of the population that was born between 1947 and 1966.

(The) city: Pertains to the overall city, including municipal government, businesses, organizations, events etc.

City of Saskatoon: The municipal government of Saskatoon.

Community: Includes where you live, work, play (may be broader than a geographical neighbourhood).

Intergenerational: A program, initiative, or activity in which older adults and children and/or youth explore their commonalities and differences, creating mutual understanding and strengthening community.

Positive aging: An approach which recognizes that growing older is a part of living; recognizes the interdependence of generations; recognizes that everyone has a responsibility to be fair in their demands on other generations; fosters a positive attitude throughout life to growing older; eliminates age as a reason to exclude any person from participating fully in community life; promotes a commitment to activities which enhance well being and health, choice and independence, and quality of life for all ages; encourages communities to value and listen to older people and to cater for the diverse preferences, motivations, characteristics and circumstances of older persons in a variety of ways.

Housing stock: The total number of dwelling units in an area and in some cases, information on type, size and age of properties whether they are rented or owned.

Independent living: Living at home without the need for continuous help and with a degree of self determination or control over one's activities.

Lead Agency: The organization that plays an initiating/facilitating role in guiding the process to pursue the goal/action.

Older adult: Refers to people aged 55 years and beyond.

Stakeholder: Any individual or organization that has an interest in the delivery of services to older adults.

Universal design: An orientation to any design process that starts with a responsibility to the experience of the user. It is a framework for the design of places, things, information, communication, and policy to be usable by the widest range of people operating in the widest range of situations without special or separate design.