



Action Plan | 2021-2031

Schedule A to Staff Report 2021-0157



Age-Friendly
Caledon

Prepared for: The Town of Caledon | April 2021

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Information Requests

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Messages from the Town of Caledon



Caledon is a beautiful blend of small urban and charming rural communities. Our older adult residents make up over half of our population; they are truly the heart and soul of our Town. They have invested years to our growing community, and they represent an engaged and committed volunteer base. They are vital partners in ensuring that we create an Age-Friendly Community.

We've come a long way over the last six years as we developed the Adult 55+ Strategic Plan. This community-based action plan will help us move forward as an inclusive, engaging, and healthy Town. It aligns with the Council workplan as well as many internal and citizen-based strategies that will support the vision of a community where residents can safely and actively age-in-place.

I would like to thank all involved in the development of this plan including the constant voice from members of the Seniors Task Force. Without your guidance and persistence to update the Adult 55+ Plan and move towards an Age-Friendly designation, we wouldn't be here today.

Sincerely,
Allan Thompson
Mayor
Town of Caledon



Age-Friendly Caledon is a collaborative effort to support the community as it ages. Although the municipality is taking the lead on the initiatives outlined in this plan, it is a community wide movement that will help shape the future of Caledon and make it a place where residents want to live and age.

This plan outlines key goals that will encourage healthy, inclusive, and accessible lifestyles throughout the Town and represents the collective efforts of volunteers, staff, and partners of the Town of Caledon. Many of our residents also shared their insight and expertise in the Plan's development. All this information provided us with key areas of focus and suggested improvements as we grow.

I would like to thank everyone who has contributed to the Age-Friendly Caledon Action Plan and supported its development.

Sincerely,
Carey Herd
Chief Administrative Officer
Town of Caledon

Message from Caledon Seniors Task Force

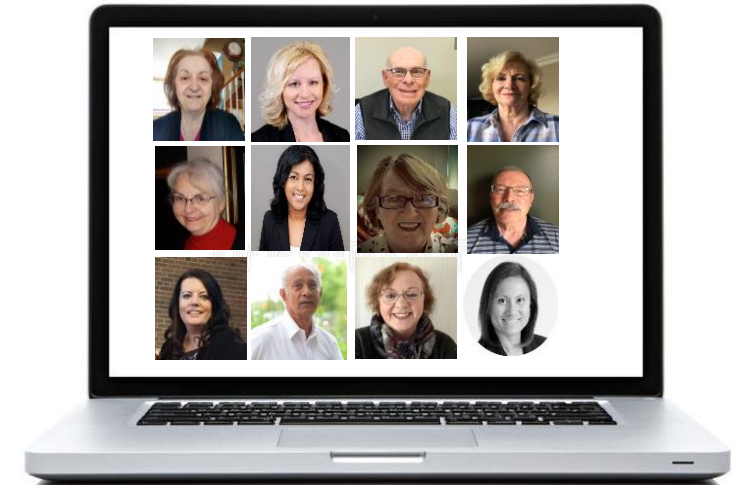


The Town of Caledon is expected to have 10,000 more residents over the age of 55 by the year 2031. The shift towards an older population will have significant implications for individuals, families, and communities. Now is the time to identify opportunities for community building and social development innovations that can contribute to meaningful change.

Caledon has been working towards becoming an Age-Friendly Community since 2015, marked by the implementation of the Council approved Adult 55+ Strategic Plan. This plan outlined the first of many steps towards Caledon providing the supports and resources required for residents to age-in-place. Six years later, we continue to update our goals and our Age-Friendly Action Plan highlights what we have accomplished and where we want to go as an Age-Friendly Community.

The Seniors Task Force (Committee of Council) recognizes that to be most effective, the Age-Friendly Caledon Action Plan will require ongoing community support. We invite you to read and share this document and envision ways that you can support the values and goals of the Plan together with your friends, family, neighbours, and colleagues across the Town of Caledon.

This Plan identifies a series of strategic directions and proposed activities that the Seniors Task Force will undertake together with our partners to support Caledon's ongoing development as a thriving community that is inclusive, respectful, and accessible to people of all ages and abilities. Together, we will work to ensure that older adults' basic needs are met; that they have access to mobility options to enjoy the community; that they are supported to build and maintain vital relationships; and that they have the opportunity to learn, grow, and contribute. Our work will continue to ensure that Caledon remains an inclusive community where everyone can age well, live safely, and stay actively involved.



Members of the Seniors Task Force

Alex Rodrigues
Carmelina Cicuto
Diane Delaney
Geraldine Aguiar (Community Liaison)
James Crease
Ken Graydon
Louise Pietrzyk
Margaret Morrison
Niki Gallo
Nora Martin
Councillor Annette Groves (Council Liaison)
Councillor Jennifer Innis (Council Liaison)

With age comes
wisdom;

With wisdom comes
kindness;

With kindness comes
friendship.

The Caledon Age-Friendly Action Plan is intended to help our residents aged 55+ live their best life.



Preparing for an Ageing Population

- The number of Older Adults (age 55+) in Canada now exceeds the number of youth.
- Older Adults now represent the fastest growing segment of the population. Over the next decade, the number of residents in Caledon age 55 and over is expected to increase by over 10,000 persons.
- The Town of Caledon is looking to ensure that its suite of policies and programs, along with its facilities and infrastructure are aligned appropriately to support the needs of an ageing population.
- Municipal governments play a critical role in the health and well-being of their residents. Residents depend on their local governments to provide vital programs, services and spaces that are accessible, inclusive, safe and adaptive to the needs of all residents.
- More than ever, local governments must be more proactive if they wish to address the challenges that an ageing population will have on the structural supports required to become *complete communities*.
- This **Action Plan** is intended to formalize the commitments Caledon will make over the next decade to build a truly supportive, and inclusive **Age-Friendly Community**.



What is an Age-Friendly Community?

- Age-Friendly communities deliver **POLICIES, PROGRAMS, SERVICES** and **SPACES** that help residents maintain their independence as they age.
- When communities provide the appropriate policies, programs and services for Older Adults – there are cascading benefits for residents of **all ages**.
- Age-Friendly communities provide Older Adults with the tools they need to **live safely, enjoy good health, and stay actively involved** in their community.



Age-Friendly communities focus their efforts on policies and programs that support EIGHT (8) Community Dimensions

HOUSING



MOBILITY



COMMUNICATION



COMMUNITY SUPPORT & HEALTH SERVICES



RESPECT & INCLUSION



PARTICIPATION



SAFETY & ACCESSIBILITY



COMMUNITY ENGAGEMENT



Adapted from the World Health Organization



WHO Global Network
for Age-friendly Cities
and Communities

Age-Friendly planning is the foundation for *Complete Communities*

In Ontario, the Place to Grow Plan (2020) provides a legal framework for municipal land use planning and infrastructure investment in the region known as the Greater Golden Horseshoe (GGH). All municipalities within the GGH, including Caledon, are required to develop policies that support the creation of *complete communities* which are defined as follows:

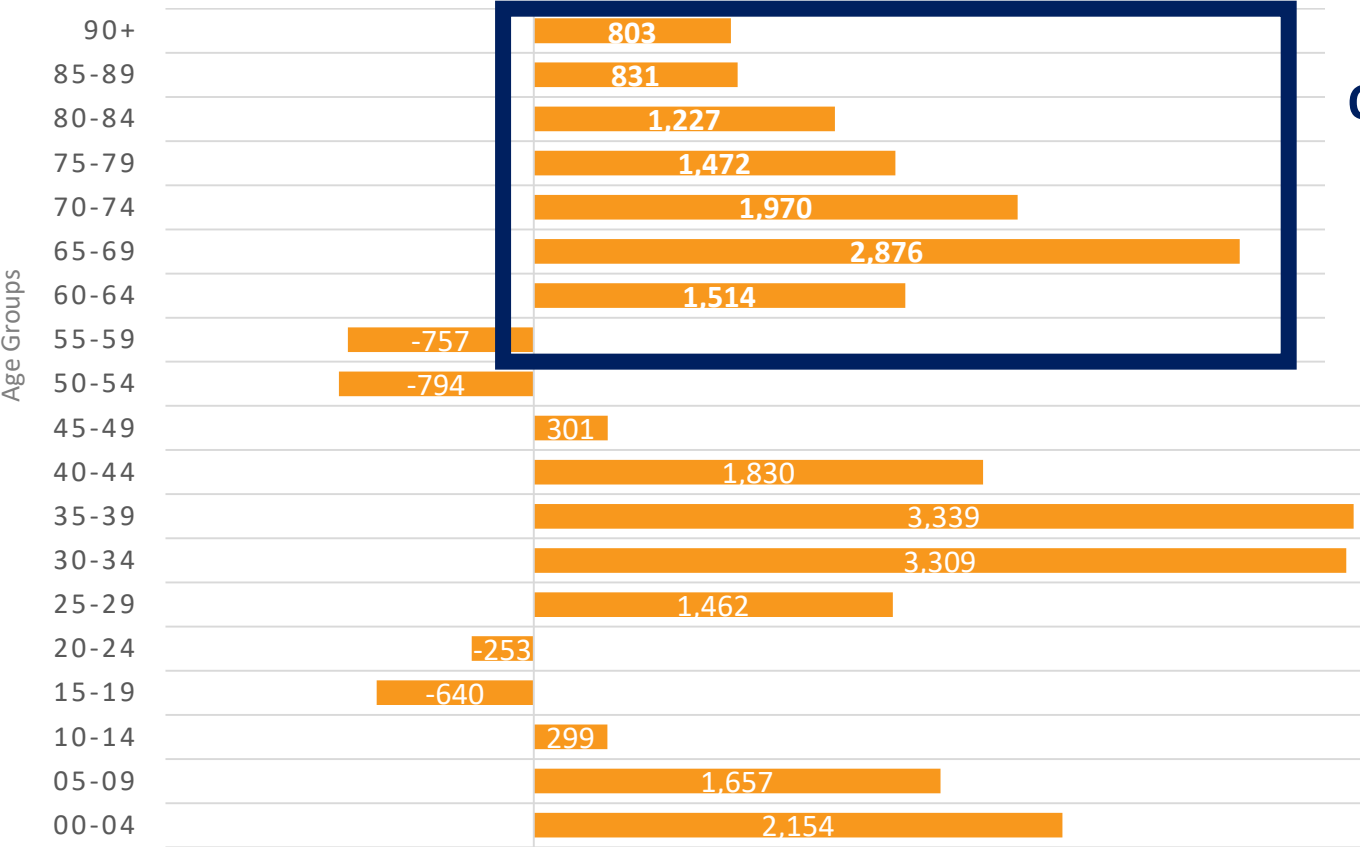
Complete Communities: Places such as mixed-use neighbourhoods or other areas within cities, towns and settlement areas that offer and support opportunities for **people of all ages and abilities** to conveniently access most of the necessities for daily living, including an appropriate mix of jobs, local stores, and services, a full range of housing, transportation options and public service facilities. Complete communities are **Age-Friendly** and may take different shapes and forms appropriate to their context.



Caledon is Taking Action Now

Between 2021 and 2031, persons age 55+ will represent one of the fastest growing segments of the population. This Plan is intended to ensure that the Town of Caledon and its community partners are fully prepared to meet the needs of an ageing population base.

Town of Caledon Population Change by Age (2021-2031)



**~10,000 more
Older Adults in
Caledon over
the next
decade**



Listening to Residents, Caregivers and Community Service Providers

- The Caledon Seniors Task Force has provided oversight and direction to ensure that this Action Plan fully reflects the needs of Caledon residents, both urban and rural, today and well into the future.
- The Caledon Age-Friendly Action Plan is built on the insights of residents age 55+, Town elected officials, Town and Region Staff, local volunteers and community leaders who provide vital services to ageing residents.



By the numbers

A survey of Caledon residents age 55+ was undertaken in November 2020.*

The survey was administered online and supplemented with paper copies issued to households through key community service providers (Meals on Wheels and Caledon Community Services). Over 300 households initiated the survey (providing partial result). 238 surveys were fully completed and returned.

*NB: Survey conducted during COVID19 Pandemic



20%

The share of Older Adult households that plan to move within the next 3 to 5 years.



17%

The share of Older Adults who indicated a primary mode of travel other than driving.



37%

The share of Older Adults that want to receive Town information by email.



75%

The share of Older Adults that feel “younger than their actual age.”

40%

The share of Older Adult households that plan to leave Caledon.

13%

The share of Older Adults that want to receive Town information through print ads and notifications.

4%

Share of Older Adults that indicated they have difficulty leaving the house.



40%

The share of Older Adults that feel a weak sense of community belonging.



21%

The share of Older Adults that intend to increase their rate of participation in local programs over the next 3 to 5 years.



62%

The share of Older Adults that use parks, rinks, pools and trails to stay active.



51%

The share of Older Adults that volunteer more than 3 hours per week with a community- based organization.

45%



















The share of Older Adults that feel their opinion is not valued in the Town of Caledon

54%





The share of Older Adults that said they use the Caledon Seniors Centre.





What we heard from Caledon Residents Age 55+ ...



 Older adults need smaller, more affordable housing options including more adult-oriented neighborhoods.	 More affordable housing for persons with disabilities is needed.	 Caledon needs to develop a transit system for older adults, persons with disabilities and youth that is flexible and cheap.	 More transportation options are required that are flexible and available on demand.	 Develop and support volunteer carpooling services.	 Registering for programs is complicated.
 Access to resources to help with renovations and outdoor yardwork.	 More seniors' retirement homes/centres.	 I would like to see a facility where seniors can age in-place, without needing to leave Caledon.	 Transportation to facilities is not available in evening.	 Encourage ridesharing services to be sponsored and subsidized by the Town.	 Internet service in the rural areas makes it difficult to stay connected.
 More adult-lifestyle developments with facilities and social communities.	 More retirement housing options. Downsizing retirees have nowhere to go in Caledon.	 I cannot afford to participate in many Older Adult programs.	 Older adult programs are often far from where I live. Its hard to get to programs in the winter.	 Expand programming at Caledon Seniors Centre.	 Notification and alerts need to be better, especially for residents who don't get papers

What we heard from Caledon Service Providers ...

 Housing
 Mobility
 Communication
 Community Support & Health Services

 Respect & Inclusion
 Participation
 Safety & Accessibility
 Community Engagement



Town should strengthen collaboration between public/private/not-for-profits so that information can be shared more efficiently and effectively.



We need to fuel more innovation throughout the Town, creativity is an important means to address social isolation and other community causes.



Equity and inclusion are vital aspects of serving seniors, there should not be only one approach or pathway for support.



Leverage technology. Help seniors get and stay online.



Most issues stem from people not having access to information, not the actual lack of services.



Caledon needs creative housing options that are flexible, diverse and affordable.



Town must focus on lasting partnerships. The community is full of people and organizations that want to help.



People - *not systems* - should be at the focus of local decisions.



Build more awareness about the diversity of the 55+ cohort (ability, age, income etc.).



The Town should be putting more investment into its online event calendar.



The Town's event calendar should be a "go-to" resource for every resident - especially seniors.



Integrated planning requires knowledge of who is living in the neighbourhood, and how their needs change over time.



Local service clubs are losing valuable members. These individual are community resources.



Transportation, especially to and from rural areas, should be prioritized in the plan.



Establish more inter-generational opportunities to support volunteer programs.



Town should help organizations find more affordable spaces for programs to be delivered and accessed in more rural enclaves of Caledon.



Seniors need more shared community-spaces, especially in more rural parts of Caledon.



The Town needs to help people stay ahead and prepare for future crisis situations.

Goals

What is the Town of Caledon trying to achieve with this Plan?

Goals of the Age-Friendly Caledon Action Plan

What is the Town of Caledon trying to achieve?

- 1** To **remove barriers** that limit participation among persons age 55+
- 2** To **improve and update programs** that address changing needs of Caledon residents
- 3** To **enable *Healthy Ageing*** for all residents
- 4** To **strengthen partnerships** between the Town and local service providers and agencies that support the needs of residents
- 5** To **allocate the necessary resources** to support an ageing demographic





Vision

What will life look and feel like for Older Adults in Caledon in 2031?



Age-Friendly
Caledon

Vision

The Town of Caledon is a safe, welcoming, and inclusive community that celebrates the diverse needs of all residents, regardless of age.

Caledon residents are connected to their friends, family and neighbours through a range of programs, services, accessible public spaces, and a natural environment that promotes active-living, social engagement, respect, stewardship and life-long learning.





Values

What values will lead us to our vision?

Values

The Town of Caledon will be guided by values that prioritize the health and well-being of residents throughout the Town.

As an Age-Friendly community, Caledon will develop policies and programs built upon:

- Collaboration
- Respect
- Inclusion
- Equity
- Empathy
- Accountability





Priorities

**What do Older Adults (Age 55+) in
Caledon need most?**

AFC PRIORITIES

The Town of Caledon will:



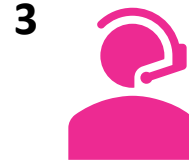
HOUSING

Advance policies and programs that expedite a full range of **affordable housing options** suitable to the needs of Older Adults across Caledon.



MOBILITY

Advance policies and innovative funding partnerships that enable **more transportation and mobility options** for Older Adults throughout Caledon.



COMMUNICATION

Deliver robust communication and partnership materials that **promote awareness and engagement** in community programs, events and services among Older Adults.



COMMUNITY & HEALTH SUPPORTS

Support and promote the expansion of Community Support & Health Services that deliver **critical programs** to Older Adults, as well as their caregivers.

AFC PRIORITIES

The Town of Caledon will:



5



RESPECT & INCLUSION

Ensure that residents are **respected and included** in the decision-making process, and that their insights are valued.

6



PARTICIPATION

Build, support and advocate for local programs that promote **social participation** with an emphasis on health, friendship, environmental stewardship and life-long learning.

7



SAFETY & ACCESSIBILITY

Remove barriers and impediments that limit the use of Outdoor Spaces and Public Buildings for residents with mobility challenges or safety concerns.

8



COMMUNITY ENGAGEMENT

Provide resources and supports that connect Older Adults with **meaningful volunteer and employment options** in Caledon.

Action Plan

What Actions will the Town of Caledon pursue to address the AFC Priorities?





The Town of Caledon will:

Advance policies and programs that **expedite a full range of affordable housing options** suitable to the needs of Older Adults across Caledon.

1. Develop a municipal program that incentivizes the development of affordable and Older Adults housing options on sites within Caledon settlement areas that are currently utilized for places of worship, commercial sites or lands in public ownership (municipal, regional, provincial lands) situated within or adjacent to a residential or mixed-use area.
2. Develop an annual Request for Expressions of Interest (RFEI) canvassing interested land-owners to prequalify for a “fast-track” approvals for program aimed at affordable and Older Adults oriented housing options.
3. Engage directly with the housing industry, home builders and seniors housing providers to promote the benefits of developing affordable Older Adults housing options, including apartment buildings and ground-oriented older-adult lifestyle communities.
4. Ensure that affordable and Older Adults housing options are clearly embedded within the Official Plan and Secondary Planning processes and are fully accounted for - and incentivised - through the plan of subdivision stages.
5. Promote and build awareness of the existing Town of Caledon Property Tax Rebate, and other housing retrofit programs geared to eligible Older Adults.
6. Promote home and neighbourhood retrofit programs that improve the efficiency and energy performance of residential dwellings, apartment buildings and complete neighbourhoods.



The Town of Caledon will:

Advance policies and innovative funding partnerships that **enable more transportation and mobility options** for Older Adults throughout Caledon.

1. Support and expand local transportation services options, including public, private and not-for-profit within Caledon.
2. Work with existing community transportation partners (including Caledon Community Services) to grow and expand the fleet of vehicles in operation to increase ridership, eligibility and service coverage within Caledon and nearby services in Brampton and Orangeville.
3. Work with key transportation services to develop a program(s) to grow and expand on-demand ride-share and volunteer driver opportunities that support age-friendly approach and a low carbon future.
4. Provide ongoing advocacy to ensure that sidewalks, bicycle paths and pedestrian crossings are designed to support the needs of Older Adults and persons with mobility challenges.
5. Work with the local Ontario Provincial Police detachment to develop and implement local training/information sessions, and road-safety programs to support increased confidence and ongoing independence for older drivers.
6. Proactively advocate for increased traffic calming and signage programs that enhance community safety for pedestrians in residential neighbourhoods and key commercial nodes, such as: downtown Bolton, Caledon East, Caledon Village, Mayfield West, and Palgrave.
7. Initiate a process to review, modify and implement new minimum parking ratios for accessible parking spaces in commercial, recreational, institutional and civic spaces.



The Town of Caledon will:

Deliver robust communication and partnership materials that **promote awareness and engagement in community programs, events and services among Older Adults.**

1. Deliver clear, concise, and timely information to support Older Adults across Caledon. Information will be available in formats that support AODA guidelines and requirements.
2. Promote the role and function of 211 as a primary tool for accessing community support resources and timely information about programs and services offered within the Town of Caledon, Peel Region and the Hills of Headwaters Ontario Health Team service delivery area.
3. Expand and promote one-on-one and group training programs in conjunction with Caledon Public Library and other service providers which support and empower Older Adults to improve their comfort with: digital literacy, online connectivity, e-commerce, ridesharing, e-health, e-learning and social/cultural connections.
4. Maintain, update, and grow partnerships and linkages with key advocacy groups, health and support services, local charities, faith groups, and not-for-profit community organizations.
5. Build the Age-Friendly Caledon brand in partnership with local community service providers, merchants, restaurants, community groups, faith groups and event organizers to promote and align the shared benefits of a community-wide commitment to Age-Friendly goals and values.
6. Support and expand the annual Caledon Seniors' Expo to ensure that the Age-Friendly Caledon approach and brand is adopted and amplified across all sectors serving the needs of Older Adults.



The Town of Caledon will:

Support and promote the **expansion of Community Support & Health Services** that deliver critical programs to Older Adults, as well as their caregivers.

1. Maintain collaborative partnerships with key Community Support and Health Service providers across Caledon and the Hills of Headwaters Ontario Health Team (OHT) to ensure that program modifications, service gaps and information updates are proactively addressed.
2. Ensure that local Community Support and Health Services are provided support in terms of facilities and transportation requirements.
3. Promote and amplify the vital work carried out by Community Support and Health Service providers through formal and informal recognition programs implemented by the Town.
4. Collaborate with local businesses, health service agencies and other community-program providers to identify innovative ways that the Town of Caledon can help improve operating conditions or other day-to-day challenges in the delivery of their service mandates.
5. Advocate for increased preventative, remedial and emergency health-check programs designed to mitigate the impacts of social isolation, loneliness and crisis situations such brought about by extreme weather circumstances



The Town of Caledon will:

Ensure that residents are **respected and included** in the decision-making process, and that their insights are **valued**.

1. Build on and enhance current annual award program(s) to fully recognize the individual efforts and contributions of Older Adults, caregivers, program leaders and volunteers that reflect the AFC values enshrined in this plan.
2. Create a bi-monthly “spotlight series” on an older adult resident that is making a difference in their community (e.g. as a volunteer, or expert) or has achieved unique accolades or quiet recognition within their daily or professional life (e.g. as a teacher, mentor, community advocate, etc.) to inspire a new generation of local leaders.
3. Develop inter-generational skill-sharing and volunteer-based programs that bring together local youth and Older Adults for companionship and mentorship.
4. Ensure the Town has appropriate protocols in place to ensure that all service interactions between Town Staff and the public fulfill the core expectations with respect to heritage, diversity, equity and inclusion.
5. Provide volunteer and employment linkages that connect like-minded individuals and organizations serving the needs and interests of Older Adults, particularly those vulnerable to social isolation.



The Town of Caledon will:

Build, support and advocate for local programs that promote **social participation** with an emphasis on health, friendship, environmental stewardship and life-long learning.

1. Enhance and promote Age-Friendly health, fitness, social and recreational programming within all Caledon-owned facilities and outdoor spaces.
2. Ensure that program discounts for Older Adults achieve the appropriate level of affordability to encourage participation.
3. Support program innovations for Older Adults within Caledon facilities, especially those that encourage greater participation from new Canadians, recent immigrants and members of our LGBTQ+ community.
4. Monitor provincial and federal grant programs to ensure that Caledon is able to fully leverage funding opportunities for the growth and expansion of programs and facilities that improve the Town's position as an Age-Friendly community.
5. Provide on-going support and guidance to the Staff, Volunteers and Board at the Caledon Seniors Centre to ensure the facility is adequately resourced to accommodate a growing base of active users.
6. Work with local resident groups to create comfortable and inclusive spaces to support social participation among friends and neighbours, including accessible spaces that support passive recreation such as table games, lunch and learns, book-clubs, talking circles, etc.

The Town of Caledon will:



Remove barriers and impediments that limit the use of **outdoor spaces and public buildings** for residents with mobility challenges or safety concerns.

1. Promote and enable easy access for community support services and other social entrepreneurs to leverage Town of Caledon-owned spaces for the delivery of programming and events geared to Older Adults.
2. Address the need for universally-designed, and clearly marked passenger drop-off zones near the entrances for commercial and civic buildings.
3. Ensure that all new plans of subdivision are reviewed with an Age-Friendly planning and design lens ensuring that development patterns promote pedestrian, cycling and wheelchair safety.
4. Work with local advisory groups and local police detachments to identify areas within Caledon’s network of trails, parks and open space that are problematic in terms of accessibility, safety and comfort.
5. Work with the Caledon business community to build momentum around Age-Friendly goals and values focusing on businesses that serve the general public, including: shops, restaurants, salons, medical and dental clinics and other personal services.
6. Implement snow and ice removal programs that provide support and/or financial assistance to enable eligible homeowners, including Older Adults with compromised health conditions, and individuals providing home based supports, to safely access private driveways, stairs, and walkways during various winter weather events.



The Town of Caledon will:

Provide resources and support that connect Older Adults with meaningful **volunteer and employment options** in Caledon.

1. Promote diverse, multi-generational representation on all community-based boards, committees, task forces and citizen advisory groups.
2. Promote the importance of volunteerism and community service to residents of Caledon, especially youth and Older Adults.
3. Collaborate with local employment and skills-training agencies to build programs that enable Older Adults to access meaningful and gainful employment inside Caledon.
4. Canvass local agencies and businesses to nominate dedicated staff, volunteers and employers that contribute to Caledon’s Age-Friendly ideals.

Where do we go from here?

Being an Age-friendly community is a commitment that involves each and everyone of us.

Through this Action Plan the Town of Caledon will provide leadership, communication, accessible spaces, and policy solutions that strengthen the bonds between residents, community support services and the physical and natural environment. The Town of Caledon will act as a collaborative partner and resource for residents, businesses, healthcare providers and community-based organizations that are committed to the well-being of all citizens.

But the Town can't do this alone. We need change agents – friendly people, just like you.

Help us build a more welcoming, inclusive and barrier-free community. When you see the Age-Friendly logo, you know you have come to the right place.



We are interested in starting Yoga. Where can we find a good class with like-minded individual?

Stay Active



We want to put our tech-savvy to better use. How do we get involved in our community?

Get Involved



People really love my coffee shop. How can I make it more accessible ?

Be Inclusive



I want to share my knowledge and wisdom with young people. Where can I help?

Make a Difference



Implementation

Timing and Resources



Advance policies and programs that **expedite a full range of housing options** suitable to the needs of Older Adults across Caledon.

Timing		Costs (Est.)
Ongoing:	Already Underway	N/A : covered by existing Town Staff and budgets \$: Low Cost (up \$30,000) \$\$: Medium Cost (\$30,000 - \$100,000) \$\$\$: High Cost (+\$100,000)
Immediate:	2021- 2022	
Short:	2023 – 2024	
Medium:	2025 – 2027	
Long:	2028 - 2031	

Age-Friendly Actions	Timing	Tools & Assets	Lead(s)	External Partners	Costs	Annual KPI
1.1) Develop a municipal program that incentivizes the development of affordable and Older Adults housing options on sites within Caledon settlement areas that are currently utilized for places of worship, commercial sites or lands in public ownership (municipal, regional, provincial lands) situated within or adjacent to a residential or mixed-use area.	Short	TOC Planning Tools (Official Plan, Zoning by-laws,CIPs, etc.)	CSC - PLA - FIN	<ul style="list-style-type: none">• Caledon Faith community• Private land owners• Peel Region• Province• CMHC	\$\$	<ul style="list-style-type: none">• No. of inquires
1.2) Develop an annual Request for Expressions of Interest (RFEI) canvassing interested land-owners to pre-qualify their properties for a “fast-track” approval program aimed at affordable and Older Adults oriented housing options.	Short	TOC website Bids & Tenders, Newspaper Notices	CSC - PLA - FIN	<ul style="list-style-type: none">• Private land owners• Peel Region• Province• BILD	\$	<ul style="list-style-type: none">• No. of submissions• No. of projects started
1.3) Engage directly with the housing industry, home builders and seniors housing providers to promote the benefits of developing affordable Older Adults housing options, including apartment buildings and ground-oriented older-adult lifestyle communities.	Short	TOC Website Meetings Webinars Event sponsorships	CSC - M&C - CAO	<ul style="list-style-type: none">• <u>CMHC</u>• <u>BILD GTA</u>• <u>AdvantAge Ontario</u>• <u>SenbridGe</u>	NA	<ul style="list-style-type: none">• No. of new units proposed• No. of new units completed
1.4) Ensure affordable and Older Adults housing options are clearly embedded within the Official Plan and Secondary Planning processes and are fully accounted for - and incentivised through the plan of subdivision stages.	Ongoing	TOC Planning Tools Peel Housing & Homelessness Plan	PLA - CSC - BMLES - ES	<ul style="list-style-type: none">• Govt of Canada• Province• Peel Region	NA	<ul style="list-style-type: none">• No. of new units proposed• No. of new units completed
1.5) Promote and build awareness of the existing Town of Caledon Property Tax Rebate, and other housing retrofit programs geared to eligible Older Adults.	Ongoing	TOC Website Events	CSC - FIN		\$\$	<ul style="list-style-type: none">• No. of page views• No. of applications received• No. of rebates issued• Value of rebates issued
1.6) Promote home and neighbourhood retrofit programs that improve the efficiency and energy performance of residential dwellings, apartment buildings and complete neighbourhoods.	Ongoing	TOC Website Resilient Caledon Plan TRCA SNAP CIP Grant Program	ES - CSC - CSI - PLA	<ul style="list-style-type: none">• <u>CMHC</u>• <u>TRCA</u>• <u>Hydro One</u>	\$\$\$	<ul style="list-style-type: none">• No. of applications• Energy savings and GGH reductions



Advance policies and innovative funding partnerships that **enable more transportation and mobility options** for Older Adults throughout Caledon.

Timing		Costs (Est.)
Ongoing:	Already Underway	N/A : covered by existing Town Staff and budgets \$: Low Cost (up \$30,000) \$\$: Medium Cost (\$30,000 - \$100,000) \$\$\$: High Cost (+\$100,000)
Immediate:	2021 - 2022	
Short:	2023 – 2024	
Medium:	2025 – 2027	
Long:	2028 - 2031	

Age-Friendly Actions	Timing	Tools & Assets	Lead(s)	External Partners	Costs	Annual KPI
2.1) Support and expand local transportation services options, including public, private and not-for-profit within Caledon.	Short	Transportation Master Plan (TMP)	ES - CSC - PLA	<ul style="list-style-type: none">• Caledon Community Services• Metrolinx	\$\$	<ul style="list-style-type: none">• New service options• Increase in daily ridership• Increase in daily capacity
2.2) Work with existing community transportation partners (including Caledon Community Services) to grow and expand the fleet of vehicles in operation to increase ridership, eligibility and service coverage within Caledon and nearby services in Brampton and Orangeville.	Short	TMP	ES - CSC - PLA - FIN	<ul style="list-style-type: none">• Caledon Community Services• Metrolinx	\$\$\$	<ul style="list-style-type: none">• Increase in daily ridership• Increase in daily capacity• TOC subsidy/KM
2.3) Work with key transportation services to develop a program(s) to grow and expand on-demand ride-share and volunteer driver opportunities that support an age-friendly approach and a low carbon future.	Immediate	Bids and Tenders Meetings Consultation	CAO - M&C - FIN - BMLES	<ul style="list-style-type: none">• Caledon Community Services• Metrolinx• Taxi companies• Ride share service providers	\$\$	<ul style="list-style-type: none">• No. of MOU/Agreements• No. of EVs registered/operating in a service capacity
2.4) Provide ongoing advocacy to ensure that sidewalks, bicycle paths and pedestrian crossings are designed to support the needs of Older Adults and persons with mobility challenges.	Ongoing	TMP Cycling Task Force Seniors Task Force Accessibility Cmte. WB SNAP	CSC - M&C - ES - PLA	<ul style="list-style-type: none">• Region• Local Cycling Advocacy Groups• Caledon Resident Associations	NA	<ul style="list-style-type: none">• No. of Crosswalk upgrades• No. of bike path km added• No. of complaints received
2.5) Work with the local Ontario Provincial Police detachment to develop and implement local training/information sessions, and road-safety programs to support increased confidence and ongoing independence for older drivers.	Short	TOC Facilities TOC Website	CSC - CS	<ul style="list-style-type: none">• Ontario Provincial Police• Caledon Seniors Centre	NA	<ul style="list-style-type: none">• No. of sessions held• No. of persons enrolled
2.6) Proactively advocate for increased traffic calming and signage programs that enhance community safety for pedestrians in residential neighbourhoods and key commercial nodes, such as: downtown Bolton, Caledon East, Caledon Village, Mayfield West and Palgrave.	Ongoing	TMP TOC Planning Tools	CSC - ES -PLA	<ul style="list-style-type: none">• Bolton BIA• Caledon Resident Associations	\$	<ul style="list-style-type: none">• No. of Incidents• No. of Fatalities
2.7) Initiate a process to review, modify and implement new minimum parking ratios for handicapped and other accessible parking spaces in commercial, recreational, institutional and civic spaces.	Short	TOC Planning Tools TMP	PLA - ES -CCS	<ul style="list-style-type: none">• Bolton BIA• Caledon Chamber of Commerce	\$\$- \$\$\$	<ul style="list-style-type: none">• No. of Converted Parking Spaces



Deliver robust communication and partnership materials that **promote awareness and engagement** in community programs, events and services among Older Adults.

Timing	Costs (Est.)
Ongoing: Already Underway Immediate: 2021 – 2022 Short: 2023 – 2024 Medium: 2025 – 2027 Long: 2028 - 2031	N/A : covered by existing Town Staff and budgets \$: Low Cost (up \$30,000) \$\$: Medium Cost (\$30,000 - \$100,000) \$\$\$: High Cost (+\$100,000)

Age Friendly Actions	Timing	Tools & Assets	Lead(s)	External Partners	Costs	Annual KPI
3.1) Deliver clear, concise, and timely information to support Older Adults across Caledon. Information will be available in translated and available in formats that support AODA guidelines and requirements.	Ongoing	Service Caledon Rec. Customer Service TOC Website TOC e-Notification Social Media/Print Ads Monthly AFC Newsletter 211 Ontario	CSC - M&C - CAO - CS - CPL	• Local Media • All CSPs	\$	• No. of 55+ website visits • No. of 55+ notification subscribers • No. of 55+ notification unsubscribers
3.2) Promote the role and function of 211 as a primary tool for accessing community support resources and timely information about programs and services offered within the Town of Caledon, Peel Region and the Hills of Headwaters Ontario Health Team service delivery area.	Ongoing	Service Caledon Rec. Customer Service TOC Website TOC e-Notification Social Media/Print Ads Monthly AFC Newsletter	CSC - M&C - CAO - CS	• 211 Ontario • Hills of Headwaters OHT • Peel Region	NA	• No. of 211 referrals in Caledon
3.3) Expand and promote one-on-one and group training programs in conjunction with Caledon Public Library and other service providers which support and empower Older Adults to improve their comfort with: digital literacy, online connectivity, e-commerce, ridesharing, e-health, e-learning and social/cultural connections.	Short	Service Caledon Rec. Customer Service TOC, CPL Website TOC e-Notification Social Media/Print Ads Monthly AFC Newsletter	CSC - CPL	• <u>Peel District School Board</u> • Dufferin Peel Catholic School Board	\$	• No. of +55 Registrations
3.4) Maintain, update, and grow partnerships and linkages with key advocacy groups, health and support services, local charities, faith groups, and not-for-profit community organizations.	Ongoing	AFC Database of Caledon Community Service Providers (CSPs)	CSC - M&C - CAO - CS	• All CSPs • Caledon Community Services • 211 Ontario	\$	• No. of new CSPs added to AFC database
3.5) Build the Age-Friendly Caledon brand in partnership with local community service providers, merchants, restaurants, community groups, faith groups and event organizers to promote and align the shared benefits of a community-wide commitment to Age-Friendly goals and values.	Short	AFC Logo AFC Values & Action Plan TOC Ec. Dev. Strategy	CSC -M&C - CAO - CPL	• All CSPs • <u>Caledon Chamber of Commerce</u>	\$\$	• No. of entities participating in AFC partnership program
3.6) Support and expand the annual Caledon Seniors’ Expo to ensure that the Age-Friendly Caledon approach and brand is adopted and amplified across all sectors serving the needs of Older Adults.	Ongoing	AFC Logo AFC Values & Action Plan TOC Facilities	CSC - M&C - CS	• Caledon Seniors Centre • FES • OPP • All CSPs	NA	• No. of Registrations • No. of Exhibitors



Support and promote the **expansion of Community Support & Health Services** that deliver critical programs to Older Adults, as well as their caregivers

Timing		Costs (Est.)
Ongoing:	Already Underway	N/A : covered by existing Town Staff and budgets \$: Low Cost (up \$30,000) \$\$: Medium Cost (\$30,000 - \$100,000) \$\$\$: High Cost (+\$100,000)
Immediate:	2021 - 2022	
Short:	2023 – 2024	
Medium:	2025 – 2027	
Long:	2028 - 2031	

Age Friendly Actions	Timing	Tools	Lead(s)	External Partner	Costs	Annual KPI
4.1) Maintain collaborative partnerships with key Community Support and Health Service providers across Caledon and the Hills of Headwaters Ontario Health Team (OHT) to ensure that program modifications, service gaps and information updates are proactively addressed.	Ongoing	AFC database of CSPs TOC Website Monthly/Quarterly Meetings	CSC	<ul style="list-style-type: none">Hills of Headwater OHTAll CSPsPeel Region	NA	<ul style="list-style-type: none">No. of meetingsNo of initiatives launched
4.2) Ensure that local Community Support and Health Services are provided support in terms of facilities and transportation requirements.	Ongoing	TOC Facilities TOC Libraries	CSC - CS - CPL	<ul style="list-style-type: none">All CSPsPeel RegionHills of Headwater OHT	\$	<ul style="list-style-type: none">No. of CSPs requests supported by TOC staff
4.3) Promote and amplify the vital work carried out by Community Support and Health Service providers through formal and informal recognition programs implemented by the Town.	Short	TOC Website Social Media TOC Seniors Expo Press Releases	CSC - M&C - CS	<ul style="list-style-type: none">All CSPs	\$	<ul style="list-style-type: none">No. of people/agencies recognized
4.4) Collaborate with local businesses, health service agencies and other community-program providers to identify innovative ways that the Town of Caledon can help improve operating conditions or other day-to-day challenges in the delivery of their service mandates.	Medium	Annual Workshops	CSC - M&C - CAO - CS	<ul style="list-style-type: none">All CSPsChamber of CommerceBolton BIA	\$	<ul style="list-style-type: none">No. of participantsNo. of support requests
4.5) Advocate for increased preventative, remedial and emergency health-check programs designed to mitigate the impacts of social isolation and loneliness.	Short	All front line workers	CSC - M&C - FES - CS - BMLES - CPL	<ul style="list-style-type: none">Hills of Headwater HealthAll CSPsFederal GovernmentPeel RegionUtility Companies	\$\$	<ul style="list-style-type: none">No. of individuals identified



Ensure that residents are **respected and included** in the decision-making process, and that their insights are **valued**.

Timing		Costs (Est.)
Ongoing:	Already Underway	N/A : covered by existing Town Staff and budgets \$: Low Cost (up \$30,000) \$\$: Medium Cost (\$30,000 - \$100,000) \$\$\$: High Cost (+\$100,000)
Immediate:	2021 - 2022	
Short:	2023 – 2024	
Medium:	2025 – 2027	
Long:	2028 - 2031	

Age Friendly Actions	Timing	Tools & Assets	Lead(s)	External Partners	Costs	Annual KPI
5.1) Build on and enhance current annual award program(s) to fully recognize the individual efforts and contributions of Older Adults, caregivers, program leaders and volunteers that reflect the AFC values enshrined in this plan.	Short	AFC Brand AFC Database of CSPs AFC Newsletter TOC Seniors Expo Local Media Social Media Community Recognition Night	CSC - M&C - CAO - CS	• Local Media • Caledon Seniors Centre • All CSPs • Caledon Service Clubs	\$	• No. of Awards issued • Increased Awareness and involvement
5.2) Create a bi-monthly “spotlight series” on an older adult Caledon resident that is making a difference in their community (e.g. as a volunteer, or expert) or has achieved unique accolades or quiet recognition within their daily or professional life (e.g. as a teacher, mentor, community advocate, etc.) to inspire a new generation of local leaders.	Short	AFC Brand Seniors Task Force AFC Newsletter	CSC	• Local Media • Caledon Seniors Centre • All CSPs • Caledon Service Clubs	\$	• No. of Profiles published
5.3) Develop inter-generational skill-sharing and volunteer-based programs that bring together local youth and Older Adults for companionship and mentorship.	Short	Seniors Task Force TOC Facilities TOC Website Social Media	CSC - CPL - CS	• Peel District School Board • Dufferin Peel Catholic School Board • Caledon Seniors Centre	\$	• No. of relations established
5.4) Ensure the Town has appropriate protocols in place to ensure that all service interactions between Town Staff and the public fulfill the core expectations with respect to heritage, diversity, equity and inclusion.	Short	Diversity Equity Inclusion Plan	CSC - CAO - M&C - PS	• All CSPs • Regional Diversity Roundtable • ABR&SC	NA	• No. of Formal Complaints
5.5) Provide volunteer and employment linkages that connect like-minded individuals and organizations serving the needs and interests of Older Adults, particularly those vulnerable to social isolation.	Ongoing	TOC Facilities TOC Website Social Media	CSC - PS - CS - CPL	• Volunteer MBC • Caledon Service Clubs • Caledon Community Services • Meals on Wheels	NA	• No. of volunteer hours logged at four largest TOC events each year





Build, support and advocate for local programs that promote **social participation** with an emphasis on health, friendship, environmental stewardship and life-long learning.

Timing		Costs (Est.)
Ongoing:	Already Underway	N/A : covered by existing Town Staff and budgets \$: Low Cost (up \$30,000) \$\$: Medium Cost (\$30,000 - \$100,000) \$\$\$: High Cost (+\$100,000)
Immediate:	2021 - 2022	
Short:	2023 – 2024	
Medium:	2025 – 2027	
Long:	2028 - 2031	

Age Friendly Actions	Timing	Tools & Assets	Lead(s)	External Partners	Costs	Annual KPI
6.1) Enhance and promote Age-Friendly health, fitness, social and recreational programming within all Caledon-owned facilities and outdoor spaces.	On-going	TOC Website TOC Facilities Caledon Seniors Centre AFC Brand AFC Newsletter West Bolton SNAP	CSC - CS - CPL	• Caledon Seniors Centre	\$	• No. of 55+ Registrations • No. of 55+ Programs • No. of Membership Sales
6.2) Ensure that program discounts for Older Adults achieve the appropriate level of affordability to encourage participation.	Short	AFC Survey Results TOC Registration Data	CS -CSC -FIN	None	\$-\$\$	• Registrations growth 55+.
6.3) Support program innovations for Older Adults within Caledon facilities, especially those that encourage greater participation from new Canadians, recent immigrants and members of our LGBTQ+ community.	Immediate	AFC Brand TOC Website TOC Facilities	CS -CSC -FIN	• All Community Service Partners	N/A	• No of novel programs est. • No. of Novel Program Registrations
6.4) Monitor provincial and federal grant programs to ensure that Caledon is able to fully leverage funding opportunities for the growth and expansion of programs and facilities that improve the Town’s position as an Age-Friendly community.	On-gong	TOC Staff	CSC - FIN - M&C - CAO - CS	• Province • Federal	N/A	• No. of grants pursued • No. of grants awarded
6.5) Provide on-going support and guidance to the Staff, Volunteers and Board at the Caledon Seniors Centre to ensure the facility is adequately resourced to accommodate a growing base of active users.	On-going	TOC Website Caledon Seniors Centre AFC Brand	CS - FIN - CSC	• Caledon Seniors Centre	N/A	• Memberships growth • No. of volunteers • Avg daily visitation
6.6) Work with local resident groups to create comfortable and inclusive spaces to support social participation among friends and neighbours, including accessible spaces that support passive recreation such as table games, lunch and learns, book-clubs, talking circles, etc.	Medium	TOC Facilities Seniors Task Force Accessibility Advisory Cmte.	CS - CSC - FIN	• Caledon Resident Associations • Caledon Service Clubs • Caledon Seniors Centre	\$\$\$	• No. of active projects • No. of projects complete



Remove barriers and impediments that limit the use of **outdoor spaces and public buildings** for residents with mobility challenges or safety concerns.

Timing		Costs (Est.)
Ongoing:	Already Underway	N/A : covered by existing Town Staff and budgets \$: Low Cost (up \$30,000) \$\$: Medium Cost (\$30,000 - \$100,000) \$\$\$: High Cost (+\$100,000)
Immediate:	2021 - 2022	
Short:	2023 – 2024	
Medium:	2025 – 2027	
Long:	2028 – 2031	

Age Friendly Actions	Timing	Tools & Assets	Lead(s)	External Partners	Costs	Annual KPI
7.1) Promote and enable easy access for community support services and other social entrepreneurs to leverage Town of Caledon-owned spaces for the delivery of programming and events geared to Older Adults.	Short	TOC Facilities TOC Website AFC Newsletter TOC Seniors Task Force	CSC - CS - FIN	• All CSP • Chamber of Commerce	\$	• No. of User Agreements
7.2) Address the need for universally-designed, and clearly marked passenger drop-off zones near the entrances for commercial and civic buildings.	Medium	TOC Facilities (Pilot) AFC Brand	BMLES - FES - CS - PLA	• Commercial Property Owners	\$\$\$	• No. of retrofits complete • No. of new installs
7.3) Ensure that all new plans of subdivision are reviewed with an Age-Friendly planning and design lens ensuring that development patterns promote pedestrian, cycling and wheelchair safety.	Ongoing	TOC Planning Tools TOC Transportation Master Plan	PLA - ES	• Peel Region • Caledon Resident Associations	NA	None
7.4) Work with local advisory groups and local police detachments to identify areas within Caledon’s network of trails, parks and open space that are problematic in terms of accessibility, safety and comfort.	Short	TOC Seniors Task Force Accessibility Advisory Committee West Bolton SNAP	CSC - CS - OPS	• Ontario Provincial Police • TRCA • Trails/Hiking/Nature Clubs	\$	• No. of problems identified
7.5) Work with the Caledon business community to build momentum around Age-Friendly goals and values focusing on businesses that serve the general public, including: shops, restaurants, salons, medical and dental clinics and other personal services.	Short	AFC Brand TOC Website TOC Seniors Task Force TOC Ec. Dev. Strategy	CSC - CAO - M&C	• Caledon Chamber of Commerce • Bolton Business Improvement Area	\$\$	• No. of AFC- business enrolments
7.6) Implement snow and ice removal programs that provide support and/or financial assistance to enable eligible homeowners, including Older Adults with compromised health conditions, and individuals providing home based supports, to safely access private driveways, stairs, and walkways during various winter weather events.	Ongoing	TOC Seniors Task Force TOC Website AFC Newsletter TOC Social Media TOC Facilities	CSC - M&C - OPS	• Snow Angels Canada • Peel District School Board • Dufferin Peel Catholic School Board	\$	• No. of volunteers engaged • Amount of time/ resources donated • No. of addresses registered



Provide resources and support that connect Older Adults with meaningful **Volunteer and Employment Options** in Caledon.

Timing		Costs (Est.)
Ongoing:	Already Underway	N/A : covered by existing Town Staff and budgets \$: Low Cost (up \$30,000) \$\$: Medium Cost (\$30,000 - \$100,000) \$\$\$: High Cost (+\$100,000)
Immediate:	2021 - 2022	
Short:	2023 – 2024	
Medium:	2025 – 2027	
Long:	2028 - 2031	

Age Friendly Actions	Timing	Tools & Assets	Lead(s)	External Partners	Costs	Annual KPI
8.1) Promote diverse, multi-generational representation on all community-based boards, committees, task forces and citizen advisory groups.	Immediate	TOC Website TOC Social Media TOC Diversity Equity Inclusion Plan TOC Seniors Task Force	CSC - CAO - M&C	<ul style="list-style-type: none">• All Caledon Residents• All School Boards• All CSPs	\$	<ul style="list-style-type: none">• No. of under 20 board members• No. of over 65 board members
8.2) Promote the importance of volunteerism and community service to all residents of Caledon, especially youth and older adults.	Immediate	TOC Website TOC Social Media TOC Seniors Task Force	CSC	<ul style="list-style-type: none">• All Caledon Residents• All School Boards• All CSPs• Volunteer MBC• Peel Region	\$	<ul style="list-style-type: none">• No. of Social Media posts on Volunteer-related content
8.3) Collaborate with local employment and skills-training agencies to build programs that enable older adults to access meaningful and gainful employment inside Caledon.	Short	TOC Website TOC Ec.Dev. Strategy	CSC	<ul style="list-style-type: none">• Caledon Community Services	NA	<ul style="list-style-type: none">• Unemployment rates• Participation rates
8.4) Canvass local agencies and businesses to nominate dedicated staff, volunteers and employers that contribute to Caledon’s Age-Friendly ideals.	Short	TOC Website	CSC - M&C	<ul style="list-style-type: none">• All School Boards• All CSPs	NA	<ul style="list-style-type: none">• No. of nominations received

