



# Age-Friendly Caledon Action Plan

## Annual Progress Report

*For the year ended December 31, 2021 Town of Caledon, Ontario, Canada.*

*The Corporation of the Town of Caledon*



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## AFC Action Plan – Annual Progress Report 2021

### Executive Summary

2021 was an interesting year for many reasons, the continuation of the COVID-19 pandemic, increased awareness and advocacy for diversity, equity and inclusion, and the first year of the implementation of the Age-Friendly Caledon Action Plan. A community-oriented plan that was designed to help guide Caledon towards becoming a place where young adults want to move to, and older adults want to stay.

Approved by Council in May 2021, the Age-Friendly Caledon Action Plan envisions the Town as a safe, welcoming, and inclusive community that celebrates the diverse needs of all residents, regardless of age. Ensuring that 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.

We are guided by values that prioritize the health and wellbeing of residents. As an Age-Friendly Community we will develop policies and programs that are built upon collaboration, respect, inclusion, equity, empathy and accountability.

To ensure accountability, the Age-Friendly Caledon team has developed an Annual Report as a record of progress and development for the year. This report outlines the Action Plan's eight dimensions and forty-five deliverables drawing attention to key indicators and goals for the coming year. Progress and next steps are outlined for each dimension followed by a high-level implementation chart outlining supplemental information for each deliverable.

Please find below the eight dimensions of the Age-Friendly Caledon Action Plan following the World Health Organization Age-Friendly Communities and Age-Friendly Ontario parameters.

1. Housing
2. Mobility
3. Communications
4. Community Support and Health Services
5. Respect and Inclusion
6. Participation
7. Safety and Accessibility
8. Community Engagement

## AFC Action Plan – Annual Progress Report 2021

## ACTION PLAN

# 1. HOUSING

## 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.

### 2021 Progress

- ✓ Collaborated with the Region of Peel in support of the “Igniting Housing Possibilities Solutions Lab” – an initiative supporting innovative and diverse affordable housing options for older adults.
- ✓ Supported the awareness and development of the Canada HomeShare Peel Pilot program as an affordable housing solution for the Caledon community.
- ✓ Advocated for affordable and alternative housing options within the Region of Peel through the Regional Official Plan review.
- ✓ Provided policy recommendations for the Town’s Official Plan Review (Future Caledon).
- ✓ Provided insights and recommendations for the Town’s Affordable Housing Strategy.
- ✓ Worked with staff to develop affordable housing recommendations for the 2021 AMO and 2022 ROMA Conferences.
- ✓ Promoted various housing retrofit and financial support programs available to older adult residents.
- ✓ Members of the Seniors Task Force Council Committee provided a letter of support for the Affordable Housing Strategy – November 30, 2021.

### 2022 Goals

- Ongoing promotion and support for the “Igniting Housing Possibilities Solutions Lab” and implementation of various deliverables.
  - Promotion of the benefits and availability of the Canada HomeShare Peel program.
  - Provide advocacy and awareness of the availability of financial incentives to support ageing-in-place.
- Support the Affordable Housing Strategy with the implementation of various action items such as working with CMHC and ROP to undertake educational initiatives such as a housing summit.

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- Initiate discussions around the development of 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.
- Initiate discussions on the development of an annual Request for Expressions of Interest (RFEI) canvassing interested landowners to pre-qualify their properties for a “fast-track” approval program aimed at affordable and Older Adults oriented housing options.
- Ongoing participation in development discussions and advocacy for alternative and older adult housing options.
- Continue to promote and build awareness of various housing retrofit programs available that support ageing-in-place.

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## 1. HOUSING

Implementation Tracking				
Age-Friendly Actions	Timing	Costs	Annual KPI	2021 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.	2023-2024	\$\$	No. of inquires	N/A
1.2) Develop an annual Request for Expressions of Interest (RFEI) canvassing interested landowners to pre-qualify their properties for a “fast-track” approval program aimed at affordable and Older Adults oriented housing options.	2023-2024	\$	No. of submissions	N/A
			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.	2023-2024	N/A	No. of new units proposed	N/A
			No. of new units completed	N/A
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	N/A	No. of new units proposed	258 units proposed by 2028 – Region of Peel
			No. of new units completed.	60 units complete in 2019 – Region of Peel
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	\$\$	No. of page views	Property Tax Rebate - 624 views
			No. of applications received	Property Tax Rebate: 2020 – 219 residents  2021 – 201 residents

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			No. of rebates issued	Property Tax Rebate issued to 178 residents
			Value of rebates issued	Property Tax Rebate: Total contribution 2021: \$514 per resident x 178 = \$91,492  Town contribution 2021: \$241 per resident x 178 = \$42,898
1.6) Promote home and neighbourhood retrofit programs that improve the efficiency and energy performance of residential dwellings, apartment buildings and complete neighbourhoods.	Ongoing	\$\$\$	No. of applications	WB SNAP Green Home Program – 14 participants in 2020.
			Energy savings and GHG reductions	N/A – major program in design phase.



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## ACTION PLAN

## 2. MOBILITY

### The Town of Caledon will:

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

#### 2021 Progress

- ✓ Supported the awareness of the proposed Caledon GO Station development through resident outreach engagement.
- ✓ Provided information and awareness of current and free transportation options to residents for access to local COVID-19 vaccination sites.
- ✓ Advocated for safe walking and pedestrian crossing measures in West Bolton SNAP (Sustainable Neighbourhood Action Plan) walking audit.
- ✓ Facilitated preliminary discussions on the development of a local training, information, and road-safety program for older drivers.

#### 2022 Goals

- 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.
- Continue to advocate for safe, walkable communities for older adults.
- Continue to promote existing transportation and transit options to residents.
- 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.
- Work with West Bolton SNAP to investigate the feasibility of implementing a crosswalk and traffic calming measures in Downtown Bolton.
- Advise and support the Town staff on Age-Friendly transportation components when updating of the Town's Transportation Master Plan.
- Work with Caledon Community Services to advocate for increased volunteer drivers in support of their transportation program.



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## 2. MOBILITY

Implementation Tracking				
Age-Friendly Actions	Timing	Costs	Annual KPI	2021 KPI
2.1) Support and expand local transportation services options, including public, private and not-for-profit within Caledon.	2023-2024	\$\$	New Service Options	N/A
			Increase in daily ridership	N/A
			Increase in daily capacity	N/A
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.	2023-2024	\$\$\$	Increase in daily ridership – Caledon Community Services Transportation	2019-2020: 496 riders 2020-2021: 211 riders (COVID) 2021-2022*: 270 riders (COVID)  *data only until Nov. 2021
			Increase in daily capacity - Caledon Community Services Transportation	2019-2020 # of rides - 35,731 2020-2021 # of rides -8693 (COVID) 2021-2022* # of rides – 8836 (COVID)  *data only until Nov. 2021
			TOC subsidy/KM - Caledon Community Services Transportation	Fare subsidies for 2021: Region of Peel - \$18,250.00 United Way - \$4,000.00 Ontario Health Teams - \$9,600.00  Caledon residents: TransHelp provided rides for free April 1, 2020 to June 30, 2020 via CCS  Caledon residents: TransHelp provided free rides to vaccination sites Mar. 2021 to Sept. 2021 via CCS
2.3) Work with key transportation services to develop a program(s) to grow and expand on-demand	2021-2022	\$\$	No. of MOU/Agreements	N/A

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ride-share and volunteer driver opportunities that support an age-friendly approach and a low carbon future.				
			No. of EVs registered/operating in a service capacity	Town Owned – 2 EV; 2 on order; 6 plug-in hybrid; 2 hybrid  332 registered residents EV; 154 registered resident plug-in hybrid
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	N/A	No. of Crosswalk upgrades	2
			No. of bike path km added	120km in 2021 (2020 & 2021 annual km) with goal of 60km per year
			No. of complaints received	N/A
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.	2023-2024	N/A	No. of sessions held	N/A
			No. of persons enrolled	N/A
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	\$	No. of Incidents	670 * as of July 2021  11,749 OPP traffic enforcement violations  Downward trend from 2019/2020 reports
			No. of Fatalities	2 * as of July 2021  Downward trend from 2019/2020 reports
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.	2023-2024	\$\$-\$\$\$	No. of Converted Parking Spaces	N/A

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## ACTION PLAN

### 3. COMMUNICATIONS

#### 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.

#### 2021 Progress

- ✓ Ongoing updates to the Adults 55+ page on the Town's website.
- ✓ Partnered with Region of Peel to develop the Connecting Together on Older Adult Isolation Conference – five sessions held throughout June 2021.
- ✓ Reached over 525 older adult residents through Seniors' Month Tote filled with information, free giveaways and resources from local supports.
- ✓ Coordinated with local service providers for a Seniors Month event calendar including info sessions, events, and fun activities.
- ✓ Developed a monthly Age-Friendly Caledon eNewsletter – launched September 2021
- ✓ Hosted "Drive-In Classic Night at the Movies" for 150 residents in celebration of International Day of Older Persons.
- ✓ Ongoing promotion and awareness of 2.1.1 services to stakeholders and residents.
- ✓ Worked with Caledon Public Library to apply for financial support for increased technology programs for older adults.
- ✓ Ongoing participation in the Regional Community Response Tables, Seniors Sub-Group CRT, and Ageing-Well in Caledon and Dufferin (AWICD) collaboratives.

#### 2022 Goals

- Build on Caledon's annual Seniors Month Celebrations including increased awareness, information sessions, and COVID safe events for the month of June.
- Continue to increase awareness of the Age-Friendly Caledon eNewsletter to increase subscribers.
- Develop an internal Age-Friendly Caledon communications page on the Town's Intranet system for staff communication and project updates.
- Continue to participate in community collaboratives and partnerships in support of Age-Friendly and Diversity, Equity and Inclusion initiatives.
- Continue to support the awareness of 2.1.1 services.
- Continue to promote and celebrate International Day of Older Persons through a special one-day activity.

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## 3. COMMUNICATIONS

Implementation Tracking				
Age-Friendly Actions	Timing	Costs	Annual KPI	2021 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	\$	No. of 55+ website visits	596 unique page views
			No. of 55+ notification subscribers	eNewsletter 331 subscribers
			No. of 55+ notification unsubscribers.	eNewsletter 9
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	N/A	No. of 211 referrals in Caledon	323 contacts (53 over the age of 65)  427 needs identified  7 unmet needs identified
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.	2023-2024	\$	No. of +55 Registrations	N/A – new program to start in 2022.
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	\$	No. of new CSPs added to AFC database	In process of updating the 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	2023-2024	\$\$	No. of entities participating in AFC partnership program	N/A

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community-wide commitment to Age-Friendly goals and values.				
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	N/A	No. of Registrations	525 Seniors Month Swag Bags  160 IDOP movie night
			No. of Exhibitors	26 community partners provided content for swag bags  13 community partners provided content for IDOP movie night

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## ACTION PLAN

## 4. COMMUNITY SUPPORT & HEALTH SERVICES

### The Town of Caledon will:

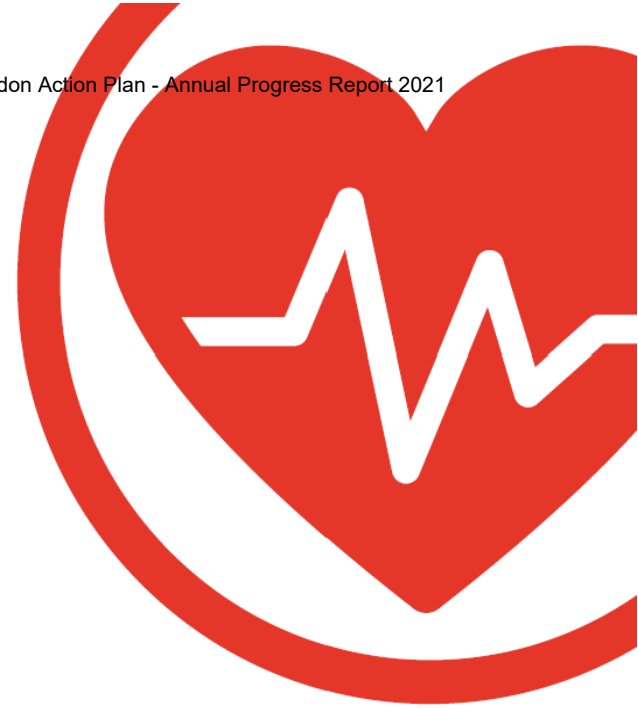
Support and promote the **expansion of Community Support & Health Services** that deliver critical programs to Older Adults, as well as their caregivers.

#### 2021 Progress

- ✓ Partnered with the Region of Peel and Hills of Headwaters Ontario Health Team (OHT) Collaborative to increase awareness and support for caregivers in the Caledon community.
  - Building Caregiver Capacity and Caregivers in the Hills programs.
- ✓ Supported local service providers in the development of the “Doorway Visits” program offering COVID safe face-to-face check-in for potentially isolated residents.
- ✓ Co-facilitation of community collaborative “Ageing-Well in Caledon and Dufferin” (AWICD) in support of community response to social isolation.

#### 2022 Goals

- Continue to maintain collaborative partnerships with key Community Support and Health Service providers across Caledon and the Hills of Headwaters Collaborative OHT to ensure that program modifications, service gaps and information updates are proactively addressed.
- Work to ensure that local Community Support and Health Services are provided support in terms of facilities and transportation requirements.
- Support the expansion of the Caregiver in the Hills OHT program into Caledon through promotion of the program. Spring 2022.
- Work collaboratively with the Region of Peel on the actionable items arising from the “Building Caregiver Capacity” outreach and advocate for Caledon supports.
- Support the development of a new Headwaters Hospital follow-up check-in program for patients 55+ by Telecheck Dufferin.



**AFC Action Plan – Annual Progress Report 2021****4. COMMUNITY SUPPORT & HEALTH SERVICES**

<b>Implementation Tracking</b>				
<b>Age-Friendly Actions</b>	<b>Timing</b>	<b>Costs</b>	<b>Annual KPI</b>	<b>2021 KPI</b>
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	N/A	No. of meetings	4 during 2021
			No. of initiatives launched	1
4.2) Ensure that local Community Support and Health Services are provided support in terms of facilities and transportation requirements.	Ongoing	\$	No. of CSPs requests supported by TOC staff	4 – limited capacity due to COVID-19 and renovations to key facilities.
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.	2023-2024	\$	No. of people/agencies recognized	N/A
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.	2025-2027	\$	No. of participants	N/A
			No. of support requests	N/A
4.5) Advocate for increased preventative, remedial and emergency health-check programs designed to mitigate the impacts of social isolation and loneliness.	2023-2024	\$\$	No. of individuals identified	N/A



## ACTION PLAN

## 5. RESPECT & INCLUSION

### The Town of Caledon will:

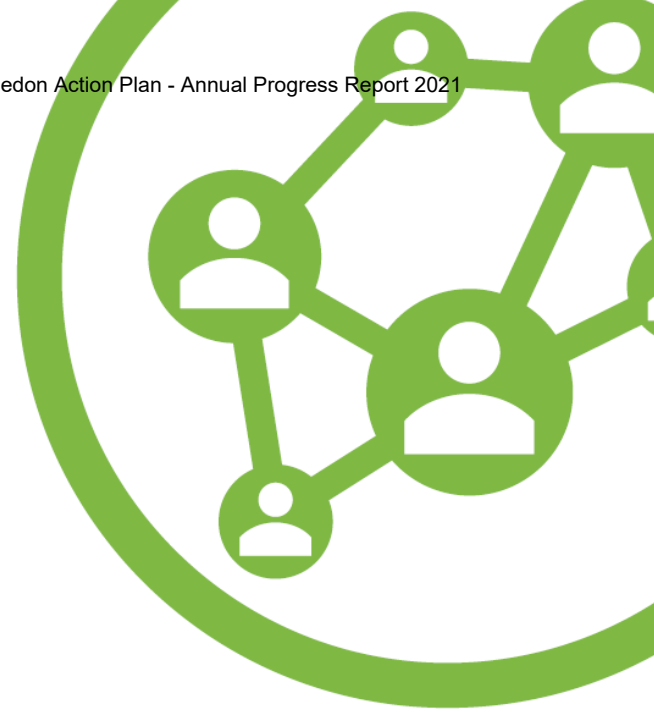
Ensure that residents are **respected and included** in the decision-making process, and that their insights are **valued**.

#### 2021 Progress

- ✓ Annual Ontario Senior of the Year award presented in July 2021.
- ✓ Ministry of Seniors and Accessibility of Ontario recognized a local resident as one of fifteen for the Ontario Achievement Awards in October 2021.
- ✓ Ongoing participation in Diversity, Equity and Inclusion conversations at the local and regional level.
- ✓ Provided insight and recommendations as part of the development for the Town's internal Diversity, Equity and Inclusion (DEI) strategy framework development.
- ✓ Advocated for the review of internal volunteer recruitment practices.

#### 2022 Goals

- 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.
- Continue to enhance the recognition of older residents contributing to the Caledon community.
- Work with staff and community champions to continue advocating for increased diverse, equitable and inclusive accommodations and supports for all residents.
- Work with Caledon Public Library on the revival of the Bridging the Gap intergenerational memoir writing program.



**AFC Action Plan – Annual Progress Report 2021****5. RESPECT & INCLUSION**

<b>Implementation Tracking</b>				
<b>Age-Friendly Actions</b>	<b>Timing</b>	<b>Costs</b>	<b>Annual KPI</b>	<b>2021 KPI</b>
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.	2023-2024	\$	No. of awards issued	2020 – 40 volunteers  2021 – 18 volunteers
			Increased awareness and involvement	Slight increase – preliminary conversations and outreach facilitated
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.	2023-2024	\$	No. of profiles published	N/A
5.3) Develop inter-generational skill-sharing and volunteer-based programs that bring together local youth and Older Adults for companionship and mentorship.	2023-2024	\$	No. of relations established	N/A – Bridging the Gap program (CPL) on hold due to COVID-19
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.	2023-2024	N/A	No. of formal complaints	N/A – DEI protocols in development
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	N/A	No. of volunteer hours logged at four largest TOC events each year.	N/A – events on hold for 2021 due to COVID-19

## AFC Action Plan – Annual Progress Report 2021

## ACTION PLAN

## 6. PARTICIPATION

### 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.

### 2021 Progress

- ✓ Worked with Town staff to successfully obtain financial support from the Healthy Communities Provincial grant to incorporate an outdoor fitness activity centre, signage and biking supports in the Downtown Bolton core.
- ✓ Supported increased awareness, resources and programming for South Asian residents.
- ✓ Endorsed three community support agencies grant applications through letters of support.
- ✓ Partnered and supported three internal Town grant applications for various projects.
- ✓ Supported the awareness of the Rotary Place expansion project and Caledon Seniors Centre activities.
- ✓ Provided Free Seniors Month vouchers in partnership with Caledon Seniors Centre and Caledon Meals on Wheels to promote the meal programs offered by each service agency.
- ✓ Built on the awareness of and use of the Town's Event Calendar for promotion of programs and webinars for older adults.

### 2022 Goals

- Investigate a partnership with the LGBTQ2+ community for a collective event in June 2022 in celebration of both Seniors Month and Pride Month in Caledon.
- Work with key staff to enhance and promote Age-Friendly health, fitness, social and recreational programming within all Caledon-owned facilities and outdoor spaces.
- Continue to support program innovations for older adults within Caledon facilities, especially those that encourage greater participation from new Canadians, recent immigrants, indigenous residents and members of our LGBTQ2+ community.
- Continue to monitor financial funding opportunities to support the growth and expansion of programs and improve the Town's position as an Age-Friendly Community.

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## 6. PARTICIPATION

Implementation Tracking				
Age-Friendly Actions	Timing	Costs	Annual KPI	2021 KPI
6.1) Enhance and promote Age-Friendly health, fitness, social and recreational programming within all Caledon-owned facilities and outdoor spaces.	Ongoing	\$	No. of 55+ Registrations	267
			No. of 55+ Programs	4 – many programs on hold due to COVID restrictions.
			No. of Membership Sales	897
6.2) Ensure that program discounts for Older Adults achieve the appropriate level of affordability to encourage participation.	2023-2024	\$-\$\$	Registrations growth 55+.	No change in discounts – 55+ currently receive 20% off regular fees
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.	2021-2022	N/A	No of novel programs est.	N/A
			No. of Novel Program Registrations	N/A
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.	Ongoing	N/A	No. of grants pursued	6
			No. of grants awarded	2
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.	Ongoing	N/A	Memberships growth	N/A at time of report
			No. of volunteers	N/A at time of report
			Avg. daily visitation	N/A at time of report
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.	2025-2027	\$\$\$	No. of active projects	N/A
			No. of projects complete	N/A

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## ACTION PLAN

## 7. SAFETY & ACCESSIBILITY

### 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.

### 2021 Progress

- ✓ Promotion and advocacy of the third-party snow removal program “Snow Angels Canada” during the winter months.
- ✓ Involvement in the Ontario Age-Friendly Business working group to develop Ontario wide guidelines for communities and businesses looking to support age-friendly values and goals.
- ✓ Development of a proposal for financial support for a Snow Removal Assistance program facilitated by the Town of Caledon.
- ✓ Supported grant application for increased financial support for accessibility features in the Old Downtown Firehall revitalization.
- ✓ Ongoing involvement in with the West Bolton SNAP in partnership with the Region of Peel, TRCA, Town of Caledon and local advocacy groups.

### 2022 Goals

- Work with staff and the Accessibility Advisory Committee to 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.
- Continue advocating for snow and ice removal support and programs through promotion various avenues.
- Work with key staff on the development and promotion of the new Snow Removal Assistance program funded by the Town of Caledon.
- Continue participation in the Ontario Age-Friendly Business working group to continue to support an Ontario wide Age-Friendly Business program while investigating ways to incorporate the program locally in Caledon.

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## 7. SAFETY &amp; ACCESSIBILITY

Implementation Tracking				
Age-Friendly Actions	Timing	Costs	Annual KPI	2021 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.	2023-2024	\$	No. of User Agreements	2 active agreements for 2021
7.2) Address the need for universally designed, and clearly marked passenger drop-off zones near the entrances for commercial and civic buildings.	2025-2027	\$\$\$	No. of retrofits complete	N/A
			No. of new installs	N/A
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	N/A	None	N/A
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.	2023-2024	\$	No. of problems identified	N/A
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.	2023-2024	\$\$	No. of AFC- business enrolments	N/A
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	\$	No. of volunteers engaged	237
			Amount of time/resources donated	N/A
			No. of addresses registered	61 within Caledon

## AFC Action Plan – Annual Progress Report 2021

## ACTION PLAN

## 8. COMMUNITY ENGAGEMENT

### The Town of Caledon will:

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



### 2021 Progress

- ✓ Advocated and promoted the importance of volunteerism and community service to residents.
- ✓ Supported increased diverse representation on the Community Wellness Council for the Hills of Headwaters Collaborative OHT.

### 2022 Goals

- Continue to promote the importance of volunteerism and community service to all residents of Caledon, especially youth and older adults.
- Work with Town staff to review internal volunteer recruitment processes to ensure inclusivity.
- Work with Town staff on the promotion of diverse, multi-generational representation on all community-based boards, committees, task forces and citizen advisory groups for the 2022 committee recruitment term in Fall 2022.



**AFC Action Plan – Annual Progress Report 2021****8. COMMUNITY ENGAGEMENT**

<b>Implementation Tracking</b>				
<b>Age-Friendly Actions</b>	<b>Timing</b>	<b>Costs</b>	<b>Annual KPI</b>	<b>2021 KPI</b>
8.1) Promote diverse, multi-generational representation on all community-based boards, committees, task forces and citizen advisory groups.	2021-2022	\$	No. of under 20 board members	To be collected with 2022 committee term recruitment
			No. of over 65 board members	To be collected with 2022 committee term recruitment
8.2) Promote the importance of volunteerism and community service to all residents of Caledon, especially youth and older adults.	2021-2022	\$	No. of Social Media posts on Volunteer-related content	N/A – volunteering placed on hold for majority of 2021 due to COVID-19
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.	2023-2024	N/A	Unemployment rates	N/A – waiting for 2021 Census
			Participation rates	N/A - waiting for 2021 Census
8.4) Canvass local agencies and businesses to nominate dedicated staff, volunteers and employers that contribute to Caledon's Age-Friendly ideals.	2023-2024	N/A	No. of nominations received	N/A

**AFC Action Plan – Annual Progress Report 2021**

## Closing Comments and Next Steps

As this was the inaugural year for Age-Friendly Caledon Action Plan it is felt that much was accomplished and the plan itself is moving in a positive direction. The coming years will be challenging as many timely projects are arising and to make a lasting impact, we need to ensure that we continue to build awareness of and advocate for an Age-Friendly Community.

Moving into 2022 as a community of recovery, resilience, and growth, the wellbeing of the residents of Caledon is our top priority. A focus on increased awareness of resources, enhancing programming opportunities, preventative health supports and decreasing social isolation is imperative as we continue to manage the impacts of COVID-19, and transition out of a pandemic into a new normal.

Reviving and building on our current outreach through community expos, fun and engaging events, and continuing to work closely with our community stakeholders. We hope that 2022 is an even more productive year influencing change to make Caledon a great place to live and age.

For more information and to review the full AODA version of the Age-Friendly Caledon Action Plan please go to [www.caledon.ca/adult55](http://www.caledon.ca/adult55).

To receive ongoing updates, information and events relating to the AFC Action Plan, please subscribe to the monthly Age-Friendly Caledon eNewsletter at [www.caledon.ca/adult55](http://www.caledon.ca/adult55)

For any questions, comments or follow up regarding the Age-Friendly Caledon Action Plan or the Annual Progress Report for 2021 please contact:

**Katie Sawyers**

Adults 55+ Coordinator | Age-Friendly Project Lead  
Customer Service and Communications  
Office of the CAO

Email: [katie.sawyers@caledon.ca](mailto:katie.sawyers@caledon.ca) | [adult55@caledon.ca](mailto:adult55@caledon.ca)

Phone: 905-584-2272 x.4106

Website: [www.caledon.ca/adult55](http://www.caledon.ca/adult55)