

2022

Age-Friendly Caledon Action Plan

Annual Progress Report

For the year ended December 31, 2022 Town of Caledon, Ontario, Canada.

The Corporation of the Town of Caledon



AFC Action Plan – Annual Progress Report 2022

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Executive Summary

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 progress 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.

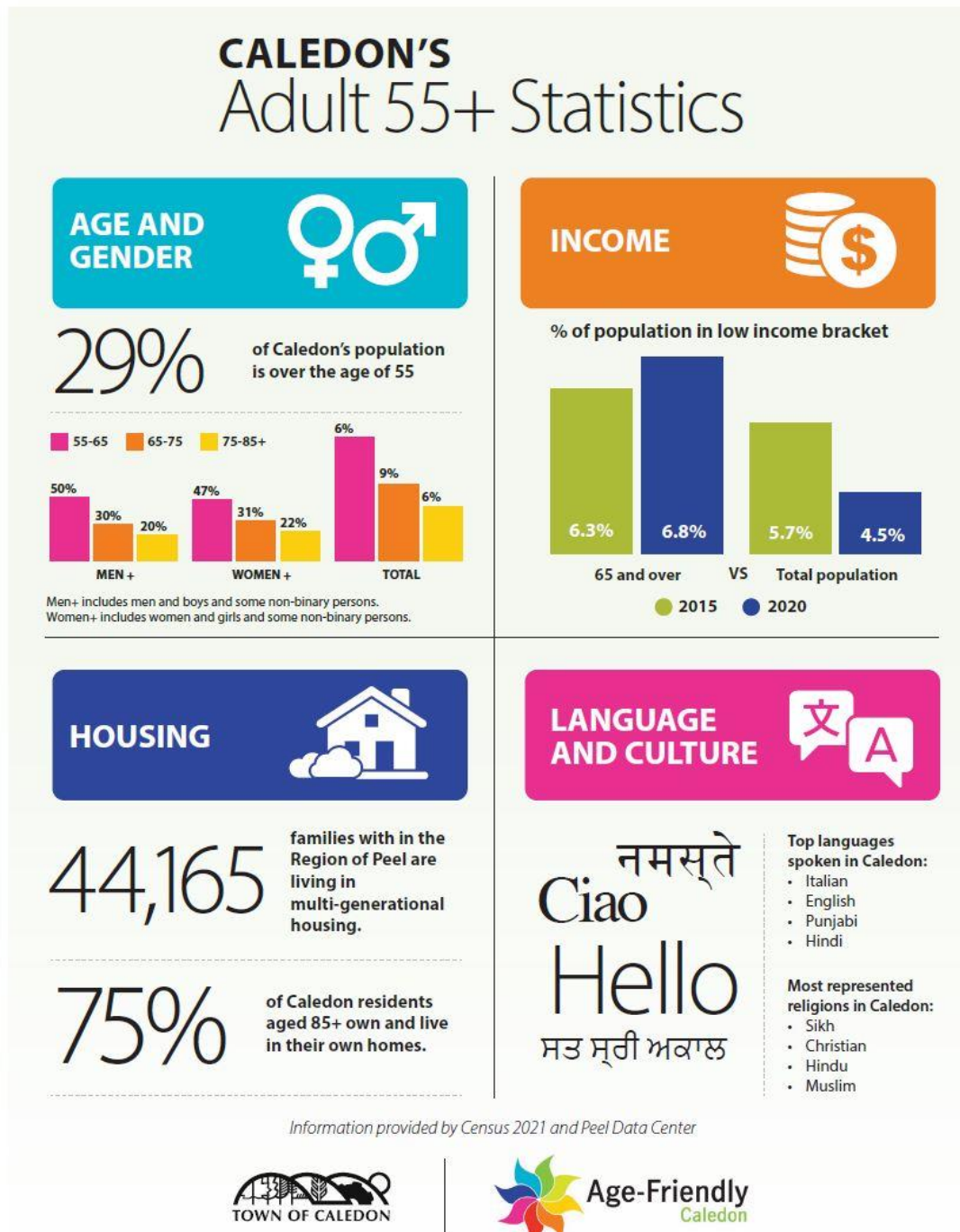
Over the last year the Age-Friendly Caledon Action Plan has increased in awareness and support from the community. It's momentum and increasing projects continuously show the value and need throughout our community for resources and information to ensure our residents can age well and age in place. Throughout this report you will find information on our many successes for the 2022 year and proposed goals for the 2023 year.

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. For additional information and resources please visit www.caledon.ca/adult55.

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

Population Statistics

While Age-Friendly Caledon celebrates the diverse needs of all residents regardless of age, the demographic focus of the deliverables outlined in this Action Plan are residents aged 55 and over. Below is a representation of some key statistical information for Caledon's 55+ population based on the 2021 Census Canada. Please note that as we move into the year 2023 and the population of Caledon continues to grow, actual figures may be larger than presented.



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.

2022 Progress

- ✓ 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 to community stakeholders and residents.
- ✓ Provided advocacy and awareness of the availability of financial incentives to support ageing in place such as grants, retrofit and accessibility support programs.
- ✓ Continued discussions and provided recommendations around potential use of Town owned lands.
- ✓ Participated in the Peel Council on Aging Housing Roundtable.
- ✓ Involvement in Caledon Station Master Plan engagement sessions to provide recommendations on the development proposals for the Macville lands and proposed Caledon GO Station.
- ✓ Provided recommendations for various development applications involving proposed older adult communities and/or buildings.
- ✓ Supported Abbeyfield House outreach and engagement to support ongoing sustainability of home.
- ✓ Promotion of the Older Adult and Persons with Disabilities Tax Rebate program with the new Snow Removal Financial Support Program.



2023 Goals

- Support education and awareness of the impacts of Bill 23 on Caledon residents, particularly older adults requiring affordable housing or looking to downsize in the community.
- Ongoing participation in the Peel Council on Aging Housing roundtable supporting the need for increased housing supports for older adults throughout the Region of Peel.
- Ongoing promotion and support for the “Igniting Housing Possibilities Solutions Lab” led by the Region of Peel and the implementation of various deliverables outlined to support innovative housing solutions for older adults in Peel.
 - Provide information on updated Canada HomeShare Peel program to community.
 - 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.
- 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.
- Continue promote the availability of the Older Adult and Persons with Disabilities Tax Rebate program in support of residents in need of the support.



1. HOUSING

Implementation Tracking					
Age-Friendly Actions	Timing	Costs	Annual KPI	2021 KPI	2022 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	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	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	127 Older Adult Specific Units Proposed
			No. of new units completed	N/A	403 Apartment Units Proposed
1.4) Ensure affordable and Older Adults housing options are clearly embedded within the Official Plan and Secondary Planning processes and are	Ongoing	N/A	No. of new units proposed	258 units proposed by 2028 – Region of Peel	112 units funded by ROP – 91 currently unfunded

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fully accounted for - and incentivised - through the plan of subdivision stages.			No. of new units completed.	60 units complete in 2019 – Region of Peel	N/A
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	476-page views
			No. of applications received	Property Tax Rebate: 2020 – 219 residents 2021 – 201 residents	Property Tax Rebate: 2022 – 229 residents
			No. of rebates issued	Property Tax Rebate issued to 178 residents	Property Tax Rebate issued to 214 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	Property Tax Rebate total contribution 2022: \$525 x 214 residents = \$112,350 Town Contribution 2022: \$267 per resident x 214 = \$57,138
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.	N/A at time of report
			Energy savings and GHG reductions	N/A – major program in design phase.	N/A at time of report

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.

2022 Progress

- ✓ Provided insight and recommendations to the Active Transportation Master Plan development and key recommendations for community/older adult engagement.
 - An Afternoon in the Garden Outreach – June
 - Seniors Task Force Presentation – July
 - Caledon Seniors' Centre Workshop – September
- ✓ Partnered with Visit Caledon and Caledon Community Services to promote transportation services and offer free rides to the Age-Friendly Expo and local tourist destinations in support of International Day of Older Persons and Fall for Caledon Visitor engagement.
- ✓ Promoted various transportation supports and resources through the Age-Friendly Caledon eNewsletter including information on the new Bolton Transit Line, Caledon Community Service Transportation, and the Age-Friendly Transportation Guidebook.
- ✓ Participated in the Peel Council on Aging Staying Mobile Roundtable.
- ✓ Provided recommendations as part of the Official Plan review regarding med and high-density parking requirements to ensure available visitor parking for residents with increased needs (family, friends, PSW or others).



2023 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.
- Ongoing participation in the Peel Council on Aging Staying Mobile Roundtable to advocate for increased supports for older adult residents in Peel.
- Investigate the opportunity and feasibility to offer “55 Alive” driving safety program to Caledon residents to support increased confidence and ongoing independence for older drivers.



2. MOBILITY

Implementation Tracking					
Age-Friendly Actions	Timing	Costs	Annual KPI	2021 KPI	2022 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	1 new Bolton Bus line - Northbound
			Increase in daily ridership	N/A	500 riders/month with 10% using Northbound line.
			Increase in daily capacity	N/A	Yes – increase due to more route availability
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	427 Unique Clients
			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	Approx. 30,000 rides – residents utilize services multiple times per month.
			TOC subsidy/KM - Caledon Community	Fare subsidies for 2021:	Offer 3 unique programs for residents: MTO,

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			Services Transportation	<p>Region of Peel - \$18,250.00 United Way - \$4,000.00 Ontario Health Teams - \$9,600.00</p> <p>Caledon residents: TransHelp provided rides for free April 1, 2020 to June 30, 2020 via CCS</p> <p>Caledon residents: TransHelp provided free rides to vaccination sites Mar. 2021 to Sept. 2021 via CCS</p>	TransHelp Contracted and Ontario Health - \$ amount of each program not provided at time of report.
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.	2021-2022	\$\$	No. of MOU/Agreements	N/A	N/A - project on hold until funding available for pilot program.
			No. of EVs registered/operating in a service capacity	Town Owned – 2 EV; 2 on order; 6 plug-in hybrid; 2 hybrid	<p>Town Owned – 3 full EV with more on order; 6 plug-in hybrid.</p> <p>486 Registered Full EV (no change from 2021)</p>

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				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	N/A at time of report
			No. of bike path km added	120km in 2021 (2020 & 2021 annual km) with goal of 60km per year	N/A at time of report
			No. of complaints received	N/A	N/A at time of report
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	N/A
			No. of persons enrolled	N/A	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	16,390 Traffic Violations	6979 Traffic Violations * as of July 2022
			No. of Fatalities	6 Total Collisions: 1,422	1 * as of July 2022 Total Collisions: 972 * as of July 2022

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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	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.

2022 Progress

- ✓ Ongoing updates to the Adults 55+ page on the Town’s website including the transition of page title to “Age-Friendly Caledon” for consistency with the Age-Friendly Action Plan.
- ✓ Reached over 700 older adult residents through the 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.
 - Watercolour Workshop with Peel Art Museum and Archives – 26 participants
 - An Afternoon in the Garden with Caledon Public Library – 70 participants and 15 staff (8 informational tables).
 - Strawberry Social with Caledon Seniors Centre – 100 in-person participants and 40 takeaways (140 total participants)
 - Zentangle Art Session with Y We Start – 11 participants
- ✓ Built on readership of the monthly Age-Friendly Caledon eNewsletter – launched September 2021 with 582 subscribers at the end of 2022.
- ✓ Re-launched annual seniors’ day informational expo as “Age-Friendly Expo” on October 1, 2022 in recognition of “International Day of Older Persons” with support and donations from Visit Caledon, Caledon Recreation, and local Non-Profit Organizations.
 - 20 non-profit agencies and an estimated 60 unique resident participants.
- ✓ Ongoing promotion and awareness of 211 services to stakeholders and residents.
 - Investigation in partnership for 211 geared online directories in future.
- ✓ Ongoing participation in the Regional Community Response Tables, Seniors Sub-Group CRT, and Ageing-Well in Caledon and Dufferin (AWICD) collaboratives.
- ✓ Involvement in the initial meetings of the Peel Council on Aging Roundtables to support development and alignment with Age-Friendly Caledon ideals.



2023 Goals

- Build on Caledon’s annual Seniors Month Celebrations including increased awareness, information sessions for the month of June.
- Continue to develop the Age-Friendly Expo and/or an engagement summit to ensure residents are connected and engaged with the development of the AFC initiatives.
- Continue to increase awareness of the Age-Friendly Caledon eNewsletter to increase subscribers.
- 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 211 services to residents and service providers.
- Partnership with Rogers TV to develop AFC TV Segments highlighting key information and resources available to residents in the community.
- Increase outreach and engagement through increased community presentations, events and educational sessions with support from Health and Wellness Ambassador volunteers.
- Ongoing advocacy for both print and digital communication to ensure residents who have limited connectivity and/or do not utilize technology continue to receive information on services, supports, and programs in a timely manner. Additionally, to ensure that these residents are provided with the equitable access to contribute to Caledon by providing feedback, opinions and ideas on Town programs and services.
- Development of a printed and translated Age-Friendly Guidebook for residents 55+.



3. COMMUNICATIONS

Implementation Tracking					
Age-Friendly Actions	Timing	Costs	Annual KPI	2021 KPI	2022 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 (caledon.ca/adult55)	3,806 unique Page views	5,734 unique pageviews (50.66% increase)
			No. of 55+ notification subscribers	331	620
			No. of 55+ notification unsubscribers.	9	19
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	227 contacts (48 over age 65) 280 needs identified 6 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.	10 participants for 11 technology classes (3, 4-week sessions)
3.4) Maintain, update, and grow partnerships and linkages with key advocacy groups, health and support	Ongoing	\$	No. of new CSPs added to AFC database	In process of updating the AFC database	9

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services, local charities, faith groups, and not-for-profit community organizations.					
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.	2023-2024	\$\$	No. of entities participating in AFC partnership program	N/A	152 unique individuals 35 AWICD Collaborative members
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	725 Swag Bags 60 AFX Visitors
			No. of Exhibitors	26 community partners provided content for swag bags 13 community partners provided content for IDOP movie night	24 different partners for swag bag contents 22 partner tables at AFX

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.

2022 Progress

- ✓ Co-facilitation of community collaborative “Ageing-Well in Caledon and Dufferin” (AWICD) in support of community response to social isolation.
- ✓ Increased awareness and engagement of AWICD collaborative, current discussions on partnership between Hills of Headwaters Ontario Health Team Collaborative and AWICD.
- ✓ Partnered with Caledon Fire to secure grant funding from the Seniors Community Grant Program to develop the new “Older Adults Home Safety Program”. A fire safety program for residents 65+ living in their own homes. Program launched early 2023.
- ✓ Partnered with Visit Caledon and Caledon Community Services to offer transportation support to the Age-Friendly Expo offered on October 1, 2022.



2023 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.
- Support Caledon Fire in their outreach and engagement for the Older Adult Home Safety Program
- Educate Fire prevention officers volunteering as part of the “Home Safe Home” community outreach on key identifiers of potentially vulnerable or at-risk older adults they encounter during the annual campaign.
- Engagement with Elder Abuse Prevention Ontario Network (EAPON) to formalize AWICD as an Elder Abuse Prevention Network and increase awareness, programming and services to reduce Elder Abuse and Ageism in the Caledon Dufferin communities.
- Work to ensure that local Community Support and Health Services are provided support in terms of facilities and transportation requirements.
- Continue to work collaboratively with the Region of Peel and Caregiver in the Hills programs to support and advocate various supports and resources for unpaid caregivers in the Caledon community.
- Ongoing discussions with local service providers on ways to amplify cross sector and cross regional health and community supports for older residents to help reduce emergency events and potential social isolation.
- Participation in the newly developed Hills of Headwaters Ontario Health Team frail older adults’ advisory group to further support residents with complex health needs to age well and age in place.



4. COMMUNITY SUPPORT & HEALTH SERVICES

Implementation Tracking					
Age-Friendly Actions	Timing	Costs	Annual KPI	2021 KPI	2022 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	N/A	No. of meetings	4	8 with additional steering committee meetings as needed
			No. of initiatives launched	1	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.	5
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	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	N/A
			No. of support requests	N/A	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	12 residents identified via referrals

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**.

2022 Progress

- ✓ Formalized the annual nomination process for the Senior of the Year award and presented the award to the selected recipient in June 2022 as part of Seniors' Month.
- ✓ Developed new Town Volunteer program "Health & Wellness Ambassador" program that supports outreach, engagement and education on the various services, organizations and supports available for older adults in the community.
- ✓ Ongoing participation in Diversity, Equity and Inclusion conversations at the local and regional levels including involvement in the newly developed Staff Led DEI Roundtable.
- ✓ Presented Caledon's DEI development on behalf of the Town of Caledon to the Regional Community Response Table in May 2022.
 - Provided recommendations shared by community for inclusive swimming options and female only swim times to Aquatics team.
- ✓ Presented as part of Volunteer MBC's (Mississauga, Brampton, Caledon) Seniors Virtual Volunteer Expo on March 31, 2022. Showcasing how AFC and Volunteerism can enhance the lives of residents and the health and wellness of our community.
- ✓ Supported Volunteer MBC's new "SAVVY" intergenerational program and shared to Caledon Residents.
- ✓ Updated the Terms of Reference and that the Seniors Task Force (STF) with support and recommendations from members of the 2019-2022 term. Replacing the STF with the Age-Friendly Task Force for the 2022-2026 year.
 - Received Council approval in December 2022.



2023 Goals

- Continue to 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.
- Continue to work with the various internal and external partners in support of DEI initiatives to assist in making Caledon a more inclusive community.
- Offer internal educational opportunities for Town staff on Ageism, Elder Abuse and the challenges faced by diverse older residents.



5. RESPECT & INCLUSION

Implementation Tracking					
Age-Friendly Actions	Timing	Costs	Annual KPI	2021 KPI	2022 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.	2023-2024	\$	No. of awards issued	2020 – 40 awards 2021 – 18 awards	27 awards
			Increased awareness and involvement	Slight increase – preliminary conversations and outreach facilitated	Increased engagement post-COVID
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	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	New Intergenerational 1-1 program “SAVVY” by Volunteer MBC – 0 Caledon relationships
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	Development of Staff Led DEI Roundtable DEI policy review, days of significance, and education series.

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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	N/A
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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.

2022 Progress

- ✓ Secured funding from the New Horizons for Seniors Grant to support 750 Swag Bags during Seniors Month in June including AFC water bottles, recreation passes, local organizational information and free activities during the month in celebration of Seniors Month. Sponsored free and low-cost activities during Seniors Month in partnership with local community services.
- ✓ Secured funding from the New Horizons for Seniors Grant to provide thirty (30) free 55+ fitness classes and \$7,000 worth of new fitness equipment as a partnership with the Town's Recreation Department.
- ✓ Built on the awareness of and use of the Town's Event Calendar for promotion of programs and webinars for older adults during Seniors Month and on a regular basis for increased program and service awareness.
- ✓ Offered five (5) "Let's Talk Caledon" virtual informational sessions on Healthy Communication, 2SLGBTQIIAA Older Adults, Cultural Competency, Staying Safe in a Connected Community and Ageing Well in Fall 2022.
- ✓ Partnered with Energy and Environment team to secure funding for the new 55+ Outdoor Fitness Equipment at the North Hill Park in Bolton.
- ✓ Supported the Town's Aquatic Team to offer Women's Only Swimming in select facilities.
- ✓ Promoted third party cultural and 2SLGBTQ+ programming and resources through AFC avenues for Caledon resident awareness and participation.
- ✓ Presented the AFC Action Plan to the Caledon Seniors Centre Board of Directors, provided letter of support for funding, shared upcoming programming and events on AFC channel and offered support and guidance when requested.
- ✓ Supported the Caledon Seniors Centre facility space expansion and grand opening in December 2022.
- ✓ Shared programming and services offered by the Alton Legion through AFC channels to increase resident participation in the last remaining Royal Canadian Legion in Caledon.

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- ✓ Submitted applications for financial funding from the following provincial and federal grant programs in addition to providing letter of supports for community partner applications to various financial funding in support of older adult services and program.
 - Inclusive Communities Grants – Successful
 - Seniors Community Grant – Successful
 - RTO Funding – Unsuccessful
 - New Horizons for Seniors Grant - Successful

2023 Goals

- Partner with Caledon Seniors Center on the implementation of the Links2Wellbeing Social Prescribing Program offered through the Ontario Association for Seniors Centres (OACAO) to support increased participation and reduced community social isolation.
- Work with key staff to enhance and promote Age-Friendly health, fitness, social and recreational programming within all Caledon-owned facilities and outdoor spaces.
- Contribute to the development of the Parks and Recreation Master Plan to ensure alignment with the Age-Friendly Caledon Action Plan deliverables.
- 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 2SLGBTQ2+ 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.
- Work with the Community Services department to monitor the Southfield Senior Pilot program and potential opportunity to offer/develop drop-in spaces in key facilities across the town.



6. PARTICIPATION

Implementation Tracking					
Age-Friendly Actions	Timing	Costs	Annual KPI	2021 KPI	2022 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	1,696
			No. of 55+ Programs	4 – many programs on hold due to COVID restrictions.	528 exclusive programs offered
			No. of Membership Sales	897	1,537 sold to 55+ - 951 unique users.
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	Offered 30 number of free try-it fitness classes for 55+ throughout the year.
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	1
			No. of Novel Program Registrations	N/A	6
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	5
			No. of grants awarded	2	3
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	1,147 members with growth of 123 during 2022

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			No. of volunteers	N/A at time of report	N/A at time of report
			Avg. daily visitation	N/A at time of report	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	1 new group approved
			No. of projects complete	N/A	N/A

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.

2022 Progress

- ✓ Promotion and advocacy of the third-party snow removal program “Snow Angels Canada” during the winter months.
- ✓ Development of “Snow Removal Financial Assistance Program” as approved by council. Launch of initial season of program September 2022 to March 2023, providing \$350 to low income residents 65+ and low-income residents with physical disability for snow removal supports 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.
- ✓ Ongoing involvement in with the West Bolton SNAP in partnership with the Region of Peel, TRCA, Town of Caledon and local advocacy groups.
- ✓ Engagement with Transportation division and 8-80 Cities consultants on the Active Transportation Master Plan.
- ✓ Preliminary discussions around Community Service Agreements and Non-Profit rental rates for programs and services offered in Town owned buildings.
- ✓ Worked with Region of Peel on Age-Friendly Planning recommendations for Bolton and Belfountain/Cataract areas.

2023 Goals

- Continued development and promotion of the snow removal financial program to residents to increase uptake in the program.
 - Memorandum to council in spring 2023 to provide program updates of the initial season of the program.
- Continued promotion of the third-party snow removal program “Snow Angels Canada” during the winter months.
- 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.
- 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.



7. SAFETY & ACCESSIBILITY

Implementation Tracking					
Age-Friendly Actions	Timing	Costs	Annual KPI	2021 KPI	2022 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	6 active agreements
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	N/A
			No. of new installs	N/A	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	2022 Active Transportation Outreach via 8-80 Cities – 3 engagement sessions with older adults
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	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	N/A
7.6) Implement snow and ice removal programs that provide support and/or financial assistance to enable eligible homeowners, including Older Adults	Ongoing	\$	No. of volunteers engaged	237	79

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with compromised health conditions, and individuals providing home based supports, to safely access private driveways, stairs, and walkways during various winter weather events.			Amount of time/ resources donated	N/A	\$12,250 provided to 35 residents from September 2022 – December 2022
			No. of addresses registered	61 within Caledon	71 Snow Grant Applicants, 60 approved.

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.



2022 Progress

- ✓ Review of Seniors Task Force Terms of Reference for new term of council to reflect changes and encourage diverse representation on the committee.
- ✓ Presented as part of Volunteer MBC Seniors Virtual Expo - in Q2 2022 regarding AFC alignment and importance of Volunteering in Caledon.
- ✓ Development of Health and Wellness Ambassadors program to support the importance of volunteering and increase awareness of resources across the Town.
- ✓ Preliminary conversations have taken place with Jobs Caledon in support of increased awareness and information sharing on various skill and employment-based programs.
- ✓ Facilitated a Let's Talk Caledon engagement session that spoke to Ageing Well and the benefits of older adults being engaged and active in their communities through various outlets including volunteering.
- ✓ Supported increased diverse representation on the Community Wellness Council for the Hills of Headwaters Collaborative OHT.

2023 Goals

- Continue to promote the importance of volunteerism and community service to all residents of Caledon, especially youth and older adults.
- Ongoing recruitment, promotion and awareness through Health and Wellness Ambassador program and other volunteer opportunities outlining the benefits of being involved in the community.
- Ongoing involvement in the Age-Friendly Business working group facilitated by Age-Friendly Ontario in support of the promotion of Age-Friendly ideals, accessibility and employment opportunities for older workers.
- Investigate development of a localized Age-Friendly Business Action Plan in partnership with Economic Development and local community businesses.



8. COMMUNITY ENGAGEMENT

Implementation Tracking					
Age-Friendly Actions	Timing	Costs	Annual KPI	2021 KPI	2022 KPI
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	N/A
			No. of over 65 board members	To be collected with 2022 committee term recruitment	N/A
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	Launch of Health and Wellness Ambassadors Program – 4 volunteers recruited
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	2021: 11.2% Total 6.8% Caledon Pop. 65+ low income
			Participation rates	N/A - waiting for 2021 Census	N/A at time of report
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	Senior of the Year Nominations = 4

Closing Comments and Next Steps

The 2022 year was a successful representation on the need for increase funding, and support for the Age-Friendly Action Plan. With increased support, many small changes can be implemented to make a difference in the Caledon community for our older residents, caregivers and families. 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.

Embarking on 2023, a continued focus on increased awareness of resources, enhancing programming opportunities, preventative health supports and decreasing social isolation as the post-COVID impacts become more prominent. Additionally, an increased focus on food and financial security will be needed to ensure the more vulnerable residents are able to continue ageing in place.

The Town of Caledon will continue to 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.

For more information and to review the full AODA version of the Age-Friendly Caledon Action Plan please go to 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

For any questions, comments or follow up regarding the Age-Friendly Caledon Action Plan or the Annual Progress Report for 2022 please contact:

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