

# City of Brampton Age-Friendly Strategy and Action Plan: YEAR 1 PROGRESS REPORT

December 2020



The report is prepared by the City of Brampton,  
Planning, Building, and Economic Development

## Introduction

To meet the needs of its residents by being inclusive and accessible, and promoting aging-in place, the City has developed an Age-Friendly Brampton Strategy & Action Plan (“the Plan”). The Plan was endorsed by City Council on June 19, 2019 and seeks to guide community planning activities and the delivery and coordination of services, particularly to Brampton’s older adult population and youth.

The Plan is framed around the World Health Organization’s 8 Dimensions of an Age-Friendly Community, which include:

- Outdoor Spaces & Buildings
- Transportation
- Housing
- Social Participation
- Respect & Social Inclusion
- Civic Participation & Employment
- Communication & Information
- Community Support & Health Services



Implementation of the Age-Friendly Strategy and Action Plan is focused on encouraging civic participation, and ensuring opportunities to participate in leisure, social, and cultural activities for people of all ages and cultures. The City of Brampton is an active partner in efforts to provide and advance community supports. A crucial element of this focus is ongoing outreach to engage more youth, seniors, caregivers, and community organizations to ensure awareness of services and opportunities available to Brampton residents at every stage of life.

To support accountability and transparency, this document serves as the 1 Year Progress Report on the implementation of the City’s Age-Friendly Strategy and Action Plan, covering the period of September 2019 to December 2020.

An extensive summary of age-friendly activities is captured within a progress reporting chart, attached hereto as Appendix A. Performance indicators within the chart serve as metrics to demonstrate fulfilment of the Plan’s overarching goals and mandate, and communicate the status of the Plan’s 55 action items. The performance indicators will allow for year-over-year monitoring of the City’s achievement of its age-friendly targets over time.

The reporting chart and progress report are to collectively represent the community “report card” to measure the success and achievement of Brampton’s aspirations in becoming an age-friendly community leader. Timelines have been determined for each of the action items within the Plan as either short, medium or long-term priorities.

## Summary of Activities

The first year of the Plan’s implementation prioritized applying an age-friendly lens to city-wide initiatives, such as the planning and design of communities, city-owned buildings and construction projects, and tailoring the delivery of services and programs to address the specific needs of youth and older-adults within the community.

The majority of the 55 action items are either underway or have been completed through the advancement of various city-wide initiatives. The greatest gains were seen within the *Community and Information*, *Respect and Social Inclusion*, and the *Social Participation* domains defined by the World Health Organization. There has also been significant focus on meeting the needs of youth. The City is working towards the launch of two youth hubs, and a Mayor’s Youth Council was established in 2020 to provide opportunities for civic engagement and the input of youth in Council considerations.

In 2019, the City’s high-level accomplishments included the following:

- We the Future Youth Symposium
- Written submission to Minister Steven Clark: *The Impact of Bill 108 and Proposed Regulations on the Residents of the City of Brampton, An Age-Friendly Community*
- Consultation with the City of Brampton’s Urban Design Review Panel on opportunities of incorporating age-friendly practices in the review of development proposals

In 2020, accomplishments reflected the realities of the COVID 19 Pandemic and the impacts on service delivery, and community planning and development activities, including gaps in funding and supports. The list of 2020 accomplishments is provided below:

- Youth and Seniors Citizen Awards
- Inaugural Seniors Appreciation Day Event
- Grocery Delivery and Referral Program
- Distribution of PPE Seniors Kits
- Tile Painting Initiative
- Launch of Seniors Digital Café (weekly community calls facilitated by City staff)
- Development of Mayor’s Youth Council
- Age-Friendly Strategy Implementation Plan
- Submission of a New Horizon’s Seniors Program Funding Application – “Staying Connected” resource video

- Submission of an Ontario Inclusive Community Grant Application – Rosalea Tennis Club Redevelopment and Accessibility Improvements

Overall, a comprehensive approach to advancing age-friendly initiatives was utilized which included the active involvement of staff representing 15+ teams across the corporation, and collaboration with community partners.

### Synergies Between COVID 19 Task Forces and Age-Friendly Strategy

COVID 19 has served to highlight gaps in service delivery and funding, forcing governments and service providers to be resilient and adaptive to evolving environments, such as virtual programming provisions. With the formation of 4 COVID 19 task forces and a recovery working group, the City was able to quickly transition its delivery model and supports to address the needs of the community that emerged as a result of the COVID 19 pandemic.

Provided below is a high-level summary of city-led activities between March and December 2020 that were undertaken in response to the pandemic, having direct alignment with the City's age-friendly plan and its mandate:

<b>Social Participation</b>
<ul style="list-style-type: none"> <li>• Seniors Appreciation Day Town Hall Event</li> <li>• Tile painting initiative</li> <li>• Ethnic Radio Seniors Tele Town Halls</li> <li>• COVID 19 Safety Recommendations in multiple languages (prepared by Indus Community Services)</li> </ul>
<b>Respect &amp; Social Inclusion</b>
<ul style="list-style-type: none"> <li>• Launch of Seniors Digital Café (Recreation) under Seniors Centres Without Walls Model</li> <li>• Representation on Peel Region's CRT Seniors Subgroup focused on social isolation</li> <li>• Mental health resources for youth shared with community (Youth Support TF)</li> </ul>
<b>Communication &amp; Information</b>
<ul style="list-style-type: none"> <li>• Dedicated COVID 19 Webpage</li> <li>• TF websites (Youth, Seniors, Social, Economic Development)</li> <li>• Easy to read program and event posters</li> <li>• Accessibility considerations</li> <li>• Email blasts to stakeholders and community groups</li> <li>• Frequent updates to TF websites</li> </ul>



## Civic Participation & Employment

- City launched volunteer campaign for assistance with Social/Seniors Support TFs and Backyard Gardening Program
- Drive-through Volunteer Appreciation Event (Social Support TF)

The above activities demonstrate the City's ongoing commitment to meeting the needs of all residents, including those most vulnerable.

### Next Steps

Provided below are the city-wide priority projects for the next two years with strategic alignment to the age-friendly initiative:

#### 2021-2022

- Nurturing Neighbourhoods Program
- Community Hubs Framework (Uptown, Queen Street Precinct Plan)
- Advance Brampton Fund (community grant program)
- Downtown Planning (Innovation District, etc)
- Affordable Housing Strategy
- Official Plan Review (Brampton 2040 Plan)
- Region of Peel Age Friendly Projects (neighbourhood audit, Seniors Strategy)

#### *Outputs/Activities:*

- Support development of an Age-Friendly Committee Work Plan – Q1 2021
- Annual Age-Friendly Forum (tbd)
- Quarterly inter-departmental working group meetings
- Ongoing public and stakeholder outreach and engagement activities

Advancement of the Plan's action items will support Brampton's intentions to further legitimize its involvement with the World Health Organization's network of Age-Friendly Communities through a formal designation, and to continue its ongoing participation and contribution as a member of Ontario's network of Age-Friendly Communities.

Brampton has satisfied the first 3 of the 4 steps in becoming a designated age-friendly community. The formal steps to becoming a designated community are listed below:

- ✓ Commitment Letter
- ✓ Baseline Assessment
- ✓ Strategy and Action Plan
- Evaluation

The endorsement of the Year 1 Progress Report and reporting chart by Council supports the fulfilment of the City's final step, *Evaluation*, in becoming a designated an age-friendly community by the World Health Organization. The City is now positioned to obtain the global age-friendly communities designation.

### Term of Council Priorities

Implementation of the Age-Friendly Strategy and Action Plan, including this Year 1 Progress Report, aligns with the **Term of Council Priority 2: Brampton is a Mosaic, Sub-Priority: 2.4 Inclusive and Flexible Community Spaces**, through city programming and services that improve accessibility, affordability, and encouraging greater civic participation among residents of all ages and abilities.

The City's age-friendly initiative supports **Vision #5 of the Brampton 2040 Vision, Social Matters and Housing**, through social development and well-being objectives responding to the needs of residents, with consideration to unique needs at every stage of life.

### Conclusion:

This Year 1 Progress Report and attached reporting chart serves as a community "report card" to monitor the City's achievement of its age-friendly objectives found within Brampton's Age-Friendly Strategy and Action Plan ("Plan"). The progress report also supports the intent for Brampton to obtain the global designation of an age-friendly community by the World Health Organization.

Implementation of the Plan will occur over the next several years to reflect ongoing action items. An update to the Plan may be required at a future time.

In summary, most of the 55 age-friendly action items contained within the "Plan" are underway, with 17 that have been completed. This success is reflective of extensive partnerships with community agencies and other levels of government.

The City would like to thank the contributions of its partners over the past year, particularly the members of the Age-Friendly Brampton Advisory Committee, in moving the City forward in its desire to be a leading age-friendly, inclusive, and resilient community.

### Attachments:

Appendix A: Progress Reporting Chart

Appendix B: Age-Friendly Innovation through Outreach and Engagement

	APPENDIX A: PROGRESS REPORTING CHART - YEAR 1 REPORT					
	OUTDOOR SPACES AND BUILDINGS					
	Action Item	Timing/Priority	Activity	Initial Performance Indicator(s)	Updated Performance Indicator(s)	Progress
1.1	Seek opportunities to provide more outdoor seating at transit stops and on streets, particularly on Queen Street, Main Street, Rosepac Avenue; in parks and along trails: behind Shoppers World, Norton Place Park, White Spruce Park, Kiwanis Park, along the Etobicoke Creek Trail (especially between Bovaird Drive and south of Vodden Street), north of Williams Parkway and onCentre Street, Terry Fox School, Scared Heart and Lagerquist ball diamonds, Loafers Lake Park, Donald M Gordon Chinguacousy Park; and along Highway 10.	Short Term to Medium Term	Nurturing Neighbourhoods assesses needs based on the perception of residents. Resident survey provides opportunity to obtain input on outdoors seating at neighbourhood level.  Urban Design provides recommendations including seating options for review of public (i.e. LRT transit stops) and private development proposals.  For Uptown, Urban Design to consider design of public realm including shade structures, walkability, etc.	Number of new benches installed. Number of rest places (i.e. doesn't need to be a "bench") and distance between rest places.  Environmental Audit Tool – assesses neighbourhood walkability and community safety. Example: <a href="https://depts.washington.edu/hprc/resources/products-tools/healthy-agingresearch-network-archives/">https://depts.washington.edu/hprc/resources/products-tools/healthy-agingresearch-network-archives/</a>  Successful implementation of Brampton's neighbourhood audit tool (being developed by the 2040 Vision) or Peel's Public Health neighbourhood assessment tool.	Successful implementation of Brampton's Neighbourhood audit tool - Nurturing Neighbourhoods Program - in 2019 and 2020.  Ongoing advancement of Peel Region's Age-Friendly Planning Built Environment Assessment Project.	Completed
1.2	Develop a Bench/Outdoor Seating Area Dedication Area Program to increase the number of benches and/or outdoor seating areas in City-owned facilities, City-owned parks, trails and sidewalks. Explore funding opportunities for implementation.  A memorial bench program is offered through the Brampton Cemetery and more information is available at <a href="http://brampton.ca/EN/residents/Cemeteries/Pages/welcome.aspx">http://brampton.ca/EN/residents/Cemeteries/Pages/welcome.aspx</a>	Medium Term	Limited number of benches installed through the Memorial Bench Program.	Number of new benches installed.  Number of rest places (i.e. doesn't need to be a "bench") and distance between rest places (e.g. planter boxes / landscape furniture).	9 benches ordered through the program in 2020	Ongoing
1.3	Update and Implement Brampton's Community Design Guidelines to ensure seating place and shade structures locations and number are considered in development applications, parks and open space plans, and streetscape plans.	Short Term to Long Term	10-year DC forecast identifies additional funding for shade structures, based on community needs across the City.  Urban Design considering opportunities through POP spaces (privately owned public spaces). Future updates to UD guidelines to incorporate weather protection of shade structures and a placemaking strategy.	Ratio of number of public requests for new shade structures to number of approved shade structures.  <a href="http://www.brampton.ca/EN/Business/planning-development/Pages/ShadeStructures.aspx">http://www.brampton.ca/EN/Business/planning-development/Pages/ShadeStructures.aspx</a>	5 approved and erected shade-structures in 2019, 1 approved shade-structure request in 2020 (construction planned for 2021).  <a href="https://www.brampton.ca/EN/Business/planning-development/Pages/Shade-Structure-Requests.aspx">https://www.brampton.ca/EN/Business/planning-development/Pages/Shade-Structure-Requests.aspx</a>	Ongoing
1.4	Consider colour contrast on outdoor infrastructure, such as trash bins within City's Community Design Guidelines.	Short Term to Long Term	Ideas include playful garbage receptables (ie ladybug or basketball hoop over garbage) in areas with children or along cycling trails. Bins can be wrapped in colour, or painted by residents as part of community initiative.  Opportunity for pneumatic aid for the elderly and those with impaired memory functions in the community, in addition to bins, sidewalk patterns, furniture, lighting etc.	Number of coloured trash bins.	Work with ESRI Canada has begun to map local street furniture.	Ongoing

1.5	Support businesses that wish to retrofit buildings to provide accessibility features and accessible public washrooms through funding assistance. This funding assistance could be provided by informing and marketing the City's Central Area Community Improvement Plan (CIP, 2010) and the existing opportunity under the Downtown Brampton Building Improvement Program. Consideration could also be given to expand/or develop a new CIP Project Area to other parts of the City.	Short Term	<p>Rick Hansen Foundation offers funding for accessibility improvements.</p> <p>Creditview/Sandalwood Activity Hub is a notable project which showcases an integrated design approach and features accessible elements for varying ages and abilities.</p>	<p>Number of approved CIP applications.</p> <p>Value of CIP grants given.</p> <p>Number of new new accessible washrooms provided.</p>	<p>10 applications submitted by the City and approved for funding through the Rick Hansen Foundation in 2020</p> <p>Completed construction of Creditview/Sandalwood Activity Hub</p>	Ongoing
1.6	Explore opportunities for additional public washrooms at City-owned buildings, City-owned Parks, particularly the community garden in McMurchy Park in the Loafer's Lake Area, Gage Park, Etobicoke Trail, Tennis Court at Queen St and Center St (SW), and at transit terminals.	Short Term to Medium Term	City considering opportunities for accessible public washrooms within public areas and POPs (privately owned public spaces) as part of placemaking strategy	<p>City to develop an online request form for the public washrooms (similar to the shade structure request website).</p> <p>Number of new washrooms installed by the City.</p> <p>Use of a mobile app for washroom locations.</p>	Gage Park public restroom retrofitted to be more accessible.	Ongoing
1.7	Review maintenance practices/schedule to improve the year-round maintenance of parks, refuse areas, trails and sidewalks.	Short Term	Residents participating in Nurturing Neighbourhood Program can provide input for winter and year-round maintenance of public facilities through survey.	<p>Reduction in number of complaints and injury reports.</p> <p>Tool: Age-Friendly Winter Walkability and Pedestrian Safety Audit.</p> <p>Example: <a href="https://coaottawa.ca/snowmoles/">https:// coaottawa.ca/snowmoles/</a></p>	47 requests for improvements to outdoor amenities (i.e. trails, parks, waste recepticals, sidewalks) through Nurturing Neighbourhood Program in 2019.	Ongoing



	TRANSPORTATION					
	Action Items	Timing & Priority	Activity	Initial Performance Indicator(s)	Updated Performance Indicator (s)	Progress
2.1	Improve local Brampton transit system in terms of routes and frequency (e.g. locations where Seniors frequent).	Short Term to Medium Term	Planned 2020 service improvements have been deferred to 2021 due to the impacts of COVID.	Increase in number of services hours.	To be updated in 2021	Ongoing
2.2	Improve information and communication regarding the transit system and transit delays	Medium Term	Updated digital signs have been installed at Brampton Transit Terminals.	Number and frequency of communication methods used to provide information on the transit system.	Installation of updated signs at all 4 Brampton terminals: Bramalea, Brampton Gateway, Downtown Brampton, Trinity Commons	Completed
2.3	Explore fare options that may improve transit affordability to seniors and students.	Short Term	Planned 2020 free Senior Transit Pass has been deferred to 2021 due to the impacts of COVID.	Increase in number of trips taken by seniors and students	To be updated in 2021	Ongoing
2.4	Explore the feasibility of a community ride-share bulletin board and/or website.	Short Term	Smart Commute Peel is a community rideshare program, however consideration is being given to another community ride-share program through the Region of Peel.  City considering a strategy to encourage corporate biking among employees through various events.	Number of visits on a new Ride-Share page; Kijiji; survey of park n'ride locations. Number of ride share spaces	10 community rides in 2019 and 5 Bike Friday employee work-lunch rides.  City of Brampton Cycling webpage updated to reflect status of projects and announcements.  City of Brampton's Geohub data updated to reflect new cycling infrastructure installed in 2019-2020.	Completed
2.5	Improve door to door services (ie. drop off and pick up) for seniors and persons with disabilities.	Medium Term	Launch of City of Brampton's Active Transportation Fix-It Program  Region of Peel offers door-to-door services through TransHelp for those with limited mobility.	Number of trips provided by TransHelp.  Number of cross-boundary trips from Peel Region to Toronto and surrounding municipalities for Peel residents and CANES clients through the Ontario Community Transportation Pilot Program funding	Fix-It Program (\$2 million) to include new signalized pedestrian crossings to improve connectivity.	Ongoing
2.6	Increase the number of transit stops within 300 metres (5 minutes) walking distance of residential areas	Medium Term	Planned 2020 service improvements and associated additional bus stops have been deferred to 2021 due to the impacts of COVID.	Number of additional transit stops within 300 m (5 minutes walking) in existing neighbourhoods.  Number of new transit stops in new site plan developments and subdivisions. Further discussion to be held amongst City departments regarding bus shelter standards (e.g. location, distance).	Over 40 new transit shelters will be installed in 2021.	Ongoing
2.7	Review maintenance practices/schedule to improve the year-round maintenance of transit stations, bus shelters, and sidewalks.	Short Term	Representative on Age-Friendly Brampton Advisory Committee designated to serve as member of the recently formed Brampton Transit Advisory Committee (2019) and to provide guidance through an age-friendly lens. To provide perspective on customer experience, etc.	Reduction in number of complaints and injury reports.  Example Tool: Age-Friendly Winter Walkability and Pedestrian Safety Audit. Example: <a href="https://coaottawa.ca/snowmoles/">https:// coaottawa.ca/snowmoles/</a>	Formation of citizen-based Brampton Transit Advisory Committee (Committee of Council)	Completed
2.8	Implementation of Active Transportation Master Plan - make streets easier and safer for walking/cycling.	Short Term to Long Term	City of Brampton's Active Transportation Master Plan endorsed by Council on September 25, 2019. The plan also includes an implementation strategy with prioritized recommendations.	Policies and guidelines to be incorporated into City's Complete Streets Study, which is underway at the time that this Strategy was prepared.  Increased enforcement on traffic/pedestrian safety crossings. Number of new sidewalks installed, cycle tracks, cycling routes and transit routes	7 kilometers of permanent bike lanes installed along Vodden Street in 2020 to encourage active transportation during COVID 19 pandemic and beyond. This road diet is part of the east-west connector cycling route to total 23 kilometers.	Ongoing
2.9	Complete Streets Guidelines - a complete, City-wide approach to addressing streetscape design. This should be done with an Age-Friendly lens.	Short Term	City of Brampton's Complete Streets Guidelines currently being developed.	Number of kilometres redesigned in accordance with the Guidelines.	Implementation of the guidelines to include initiatives associated with pedestrian-friendly design.	Ongoing

	<b>HOUSING</b>					
	<b>Action Items</b>	<b>Timing &amp; Priority</b>	<b>Activity</b>	<b>Initial Performance Indicator(s)</b>	<b>Updated Performance Indicator(s)</b>	<b>Progress</b>
3.1	Create affordable home modifications to improve accessibility.	Short Term to Long Term	Region of Peel's My Home Second Units Renovation Assistance Program CMHC-funded Solutions Lab: Igniting Housing Possibilities for Older Adults in Peel	Reductions of persons/families in Brampton on the centralized waitlist. Number of units updated through retrofits.	Launch of both Region of Peel initiatives in 2020 (Renovation Assistance Program on-hold due to COVID 19). Recommended solutions resulting from Solutions Lab will provide more affordable housing options for seniors.	Ongoing
3.2	Provide more diverse housing options and sizes throughout the City.	Short Term to Long Term	Finalize Supportive Housing Policy Review to expand group homes permissions. Updates to Official Plan Policies and Urban Design Guidelines to promote housing diversity. External programs available to assist seniors with aging in place through home retrofits to improve accessibility.	Potential for Inclusionary Zoning Policies in the City's Official Plan Review/Housing Strategy. If policies are approved and adopted, monitor number of development applications for units. Monitor number of building permits and registrations for second units. Development of new hospices in the city. City to review opportunities for land (e.g. City-owned surplus lands and surface parking lots) acquisition/purchase to increase opportunities for affordable housing. City to review/amend existing Community Improvement Plan, 2010 (CIP), or develop a new CIP to include incentives for affordable housing developments. Implementation of the recommendations of the "Housing Brampton: Seniors Housing Study - City Wide," (2018). Consider policies for complete communities in City's Urban Design Guidelines.	Total of 1818 Second Units registered under the Two-Units Registration Program (Jan-Nov 2020) Central Area CIP requirements revised to prioritize affordable housing developments and retrofits to improve accessibility. <a href="https://www.marchofdimes.ca/en-ca/programs/am/hvmp/Pages/Home-and-Vehicle-Modifications.aspx">https://www.marchofdimes.ca/en-ca/programs/am/hvmp/Pages/Home-and-Vehicle-Modifications.aspx</a>	Ongoing
3.3	Increase supply of affordable housing.	Short Term to Long Term	Finalize City of Brampton's housing strategy (Q1 2021). To to be followed by the development of affordable housing policies, tools, and incentives.	Achievement of Brampton's affordable housing targets.	Launch of the Region of Peel's Incentive Pilot Program for Rental Housing Developments	Ongoing
3.4	Encourage housing to be located near amenities to avoid social isolation and loss of independence.	Short Term to Medium Term	City of Brampton Seniors Housing Study endorsed by Council in 2019	Include policies for complete communities that support live-work-play mix of uses in City's OP Review and Urban Design Guidelines. Implementation of the recommendations of the "Housing Brampton: Seniors Housing Study - City Wide," (2018). Department of Community Hubs (Ontario).	Recommendations of Brampton's Seniors Housing Study (2018) applied to assessment of applications for seniors housing developments.	Completed
3.5	Increase funding sources for affordable housing.	Short Term to Medium Term	Research undertaken to identify funding opportunities for affordable housing developers as part of Brampton's developing Housing Strategy, including the Federal Government's Rapid Housing Initiative and the Region of Peel's Rental Housing Incentive Program	City to work with the Region on advocacy efforts for funding opportunities for affordable housing from the Federal government (e.g. CMHC, FCM and BILD) to secure funding.	New funding programs to incentivize affordable housing developments in 2020 include: Region of Peel's My Home Second Units Renovation Assistance Program and Rental Housing Incentives Program, Government of Canada Rapid Housing Program	Ongoing

3.6	Develop Age-Friendly Official Plan policies.	Short Term	Development of Age-Friendly Official Plan Policies to occur through ongoing Official Plan Review	<p>Develop a new Age-Friendly Section and objectives in the City's Official Plan to:</p> <ul style="list-style-type: none"><li>• Introduce the concept of age-friendly communities and that the City must apply an age-friendly lens in planning for its future in conformity with ROPA 27, specifically policies 6.2.2.9, 6.3.2.1, 6.3.2.3, 6.3.2.4 which refer to providing policy direction for area municipalities, such as Brampton.</li><li>• Recognize demographic changes will result in new priorities and challenges in the areas of affordable housing, accessible transportation, public spaces and infrastructure, recreation, and community health.</li><li>• Emphasize the City recognizes the importance of adapting its infrastructure and service delivery to meet these challenges, and will support the development of age-friendly communities that promote active aging and a high quality of life among residents at all stages of life.</li></ul> <p>Develop policies in the City's Official Plan to meet the objectives listed in the new Age-Friendly Section in the OP related to, but not limited to housing, active transportation, Healthy Development Framework, ethnicity, seniors, design guidelines, parks, pre-consultation and community engagement.</p> <p>Housing</p>	To be updated in 2021.	Not started
3.7	Support the achievement of the 2040 Vision objectives that relate to age-friendly communities, such as the development of community hubs, and a social planning department	Short Term	Community Hubs Framework currently under development for Uptown (Shoppers World) and Queen Street Precinct Plan Area	<p>Number of community hubs created.</p> <p>Measure residents' sense of community and belonging through Brampton's Citizen Satisfaction Survey.</p>	<p>Sustainable Community Design Guidelines framework updated to include age-friendly goals as evaluation criteria.</p> <p>Environmental Master Plan update to include social equity lens.</p>	Ongoing

	<b>Social Participation</b>					
	<b>Action Items</b>	<b>Timing &amp; Priority</b>	<b>Activity</b>	<b>Initial Performance Indicator(s)</b>	<b>Updated Performance Indicator(s)</b>	<b>Progress</b>
4.1	Explore the feasibility of providing social activities and events with no cost to seniors.	Short Term	City offering a range of free virtual and outdoor programming for all ages (Winter Wonderland, Youth and Seniors Day events, tele town halls, instagram live chats, Seniors Digital Cafe).	Number of free recreation program offerings for 1 week in June, which is Seniors Month.  Monitor participation rate.  Development of an application process to monitor requests and participation rate.	5 Instagram Live Chats held with youth in 2020, with 530+ participants.	Completed
4.2	Enhance programming of community centres, libraries and places of worship for social events.	Short Term to Medium Term	For future consideration.	Monitor number of events per facility.  Monitor participation rate.	To be revisited in 2021.	Not started
4.3	Provide events (e.g. musical performances, recreational programming) in parks, including special events like the kite festival across the city, not solely at Gage Park.	Medium Term	Rec@Home and outdoor recreation programming (ie Fitness in the Park and Winter Wonderland) offered during COVID.	Number of new events held by park location.  Monitor participation rate.	In 2020, Fitness in the Park held at 8 locations, with 1734 participants (970 in Zumba, 374 in boot camp, 327 in Yoga/ Family Yoga)	Ongoing
4.4	Improve communication and provide information in various languages for newcomers so that they are made aware of social events.	Short Term	Event information available via ethnic media outlets (print, radio, online), including translated content.	Monitor participation rate at events.	Existing roster of 10+ ethnic media outlets.	Ongoing
4.5	Explore the opportunity to join the Third Age Network. <a href="https://thirdagenetwork.ca/">https://thirdagenetwork.ca/</a> Third Age Network is a volunteer led organization representing groups who lead lecture based programs for retirees.	Medium Term	For future consideration.	Creation of a Third Age Learning (TAL) organization in the Brampton community.  Number of members.  Number of lectures and participation rate.	To be revisited in 2021.	Not started

	<b>Respect &amp; Social Inclusion</b>					
	<b>Action Items</b>	<b>Timing &amp; Priority</b>	<b>Activity</b>	<b>Initial Performance Indicator(s)</b>	<b>Updated Performance Indicator(s)</b>	<b>Progress</b>
5.1	Explore opportunities for intergenerational activities from different cultural backgrounds to impart knowledge and experience, including visiting programs, buddy programs and reading programs, skills programs, between local schools, seniors residences, and cultural organizations. These opportunities could include programmed events in parks throughout the City and in other public spaces.	Short Term to Medium Term	Chatting to Wellness, a local volunteer organization, offering free friendly calls between youth and seniors. Service offered in multiple languages.  Nurturing Neighbourhood Program provides opportunities for intergenerational connections at neighbourhood level. Need for additional community programs relating to intergenerational activities.	Number of intergenerational events implemented. Monitor participation rate.  Number of winter programmed events. Monitor participation rate.  See action items in the Communication and Information Action ItemTable.	Approximately 500 residents participated in the NNP in 2019, with youth (0-24) representing 7% of participant, and seniors (65+) representing 27% of participants.	Completed
5.2	City to adopt a “Co-design” approach which helps stakeholders and end users get involved in the design process as partners. Design with and for people.	Short Term	Use of co-design engagement approach for development of City's Community Hubs framework. Ongoing consideration for additional co-design applications, including planning projects.	Number of City projects that implemented this approach.  Monitor success of approach and participation feedback and design results.	Uptown Community Hub Pilot Project underway (Shopper's World).	Completed
5.3	Develop programs and services to integrate seniors from different cultural backgrounds.	Short Term to Long Term	2021 Advance Brampton Fund to provide funding opportunities for community organizations to offer services and programs integrating the diverse cultural needs of Brampton residents, including seniors, with a focus on intergenerational connections and projects addressing social isolation.	See action items in the Communication and Information Action Table.	To be updated in 2021	Ongoing
5.4	Engage the community early in the planning and preparation of City-led studies, including land development projects.	Short Term to long Term	City to explore opportunities to meaningfully engage citizen committees, community groups, and advocates in early planning phases of planning projects (ie Official Plan and Zoning By-Law Reviews)	City to amend Official Plan policies to ensure that pre-application consultation meetings include the requirement for representatives from the Youth Council/Committee, Seniors Council, Age-Friendly Advisory Committee, and community associations.	Recommendation Report to planning committee explored the feasibility of establishing a planning advisory committee, including list of current engagement tools and existing citizen-based advisory committees of council (December 2019).	Completed
5.5	Identify community ambassadors to combat social isolation.	Medium Term	City exploring ways to further encourage the development of programs combating social isolation, and also promotion of its existing Seniors Digital Cafe.	Identify potential partners and number of community ambassadors.  Monitor requests for community ambassadors and participation rate.	Weekly Seniors Digital Café calls since May 2020.	Ongoing
5.6	Educate and promote public awareness of vehicular driving behaviour and with pedestrians and cyclists.	Short Term	2018, Region of Peel's Vision Zero Road Safety Strategic Plan 2018-2022 was formally approved by Regional Council in 2018.	Develop a Driver Behaviour Campaign.  Number of traffic enforcement tickets.	Peel Vision Zero Taskforce is a network of 15 stakeholders and partners.	Completed

	<b>Communication &amp; Information</b>					
	<b>Action Items</b>	<b>Timing &amp; Priority</b>	<b>Activity</b>	<b>Initial Performance Indicator(s)</b>	<b>Updated Performance Indicator(s)</b>	<b>Progress</b>
6.1	Improve information on the City's website with easy to find tabs.	Short Term	City currently seeking federal grant funding to develop a video tutorial to improve access and ability to navigate City's website. To include age-friendly directory. Funding announcements anticipated by March 2021.	Development of 4 new Tabs under 'Residents' or on the side bar to read 'Youth Services', 'Family Services', 'Seniors Services', 'Newcomers Services'.  Monitor website traffic under each new Tab created.	To be updated in 2021	Ongoing
6.2	Increase access and ability to navigate the City's website.	Short Term	City currently seeking federal grant funding to develop a video tutorial to improve access and ability to navigate City's website. Funding announcements anticipated by March 2021.	Develop an online tutorial with voice override in different languages.  Monitor number of visits from City's website to external agencies websites	To be updated in 2021	Ongoing
6.3	Provide information in easily accessible fonts (i.e. no italics), large printed materials, in various languages and integrate visuals.	Short Term	Information available in accessible formats. Alternate engagement options made available through Accessibility team.	Development of a City Accessibility Standards Guide for documents, signage both hard copy and digital.  Monitor locations of print information (e.g. transit hubs, Shoppers World, Bramalea), and duration of notification.	COVID 19 Community Telephone Town Halls transcribed; audio recordings uploaded to City's website.	Completed
6.4	Develop and distribute a fridge magnet listing key emergency phone numbers in large print (e.g. City, 211, 911). Phone numbers for health services and what each provide should be included (e.g. Telehealth, Civic Hospital, William Osler Health System).	Medium Term	For future consideration.	Number of enquiries	To be updated in 2021	Not started
6.5	Improve communication messages and how information is provided for meetings, events, general information for example, for all ages (includes phone and in-person interactions).	Short Term	Communication and engagement plans developed for strategic city-wide projects and programs with consideration to social media channels. Service delivery through online, phone (Service Brampton), in-person.	Ensure all City projects have a communication plan that seeks to engage people of all backgrounds/ages/abilities and identifies methods (e.g. ethnic papers, Brampton Guardian, mailouts, schools announcements, school emails, Sheridan Insider, pop up spaces, short video advertisements) of communicating meetings, events, general information and frequency of communication. The communications plan should set out a strategy for commonly used terms that are easily understood.  Development of a Social Media Strategy that engages people of all backgrounds/ages/ abilities and identifies methods.	Launch of Let's Connect web platform: <a href="http://www.letsconnect.brampton.ca">www.letsconnect.brampton.ca</a>	Completed
6.6	Increase the number of computers and Wi-Fi options at local libraries to provide accessibility to the Internet and promote computer literacy.	support	Devices and wifi provided to low income families through local school boards to support online learning. Telecommunication companies providing reduced fees for internet services and devices for low-income families.	Monitor the number of additional numbers in libraries and library location.  Monitor participation rate and time of day.	To be updated in 2021.	Completed



	<b>CIVIC PARTICIPATION &amp; EMPLOYMENT</b>					
	<b>Action Items</b>	<b>Timing &amp; Priority</b>	<b>Activity</b>	<b>Initial Performance Indicator(s)</b>	<b>Updated Performance Indicator(s)</b>	<b>Progress</b>
7.1	Create an age positive culture by equipping managers with knowledge and skills to manage age-friendly practices; ensure an open and supportive framework including the management of health at work through employee access to health services.	Medium Term	Implementation of the corporate Workplace Inclusion and Diversity Strategy, and staff training (HR)	<p>Monitor and distribute workforce data by age.</p> <p>Number of networking opportunities among staff of all ages and monitor participation rate.</p> <p>Review employee health and benefits packages and policies on an annual basis to ensure they meet employees needs through an implementation of an employer health survey</p>	In 2020, Employee and Family Assistance Program expanded to accommodate service requests based on unique demographic needs of employees (ie ethnicity, religion, geography).	Completed
7.2	Ensure career development at all ages to ensure that development, training and progression is available equally to all ages. Provide career guidance at mid-life and beyond, including retirement plans.	Medium Term	<p>Implementation of the corporate Workplace Inclusion and Diversity Strategy, and staff training (HR)</p> <p>Economic Developing leading soft skills leadership workshops for students with Algoma University</p>	<p>Monitor and distribute workforce data by age.</p> <p>Development of a City Staff Mentorship Program</p>	To be updated in 2021	Ongoing
7.3	Connect residents looking for full or part-time employment and/or volunteer opportunities through social media to employers and to each other.	Short Term to Medium Term	<p>During COVID 19, community volunteer campaign launched via social media to encourage volunteerism.</p> <p>City's Youth Engagement Strategy identifies opportunities for civic engagement.</p> <p>Economic Development monitoring hiring approaches and needs of key employers, and recently started a new program with Brampton Library called Newcomer Success Stories</p>	<p>Development of an Employment/Volunteer Social Media Strategy that identifies methods (e.g. City Matters email blasts, Instagram, Facebook) for connecting opportunities.</p> <p>Development of a City Youth Employment Strategy</p>	Volunteer recognition event held in July 2020 to thank 100+ volunteers for their contributions and work on the City's various COVID 19 support task forces.	Completed
7.4	Coordinate and implement Employment Fairs for youth, adults, and seniors. Fairs could be sectors-pecific (e.g. IT, Trades, food, health-care).	Short Term	Economic Development past particatiopn in Sheridan's Employment Fairs for student population.	<p>Monitor number of annual Employment Fairs.</p> <p>Number of full time jobs created.</p> <p>Number of part-time jobs created.</p> <p>Annual employment rate.</p> <p>Number of volunteer positions created and filled.</p>	To be revisited in 2021	Not started
7.5	Hire age-positively by conducting an "Age-Positive" Recruitment Campaign.	Short Term to Medium Term	Specific "age-positive" recruitment campaign not being advanced. However, objective of action item being achieved through other corporate initiatives.	Monitor number of re-entry programmes	To be revisited in 2021	Not started
7.6	Create a central Directory of information regarding employment and volunteer opportunities within the City	Short Term to Medium Term	<p>Recreation development a hiring and volunteer recruitment program.</p> <p>Fire department's new diversity recruitment strategy encourages applicants from diverse backgrounds.</p>	<p>Number of employment inquiries resulting from the Directory.</p> <p>Number of volunteer inquiries resulting from the Directory.</p>	<p>Mayor's Youth Council provides opportunities for civic participation among youth.</p> <p>Peel Halton Workforce Development Group launches new workforce hub (Dec 2020)  <a href="https://www.peelhaltonworkforce.com/jobs/">https://www.peelhaltonworkforce.com/jobs/</a></p>	Ongoing
7.7	Value entrepreneurs by supporting the advancement of the social enterprise sector.	Short Term	George Street Innovation District to become a one-stop shop for entrepreneurs. Curent partnership with Ryerson Venture Zone.	<p>Number of new social enterprises created.</p> <p>Number of additional jobs created by existing social enterprises.</p>	To be revisited in 2021	Not started

7.8	Recognize the value of volunteer work and build public awareness about the benefits of being active in the community.	Short Term to Long Term	<p>Volunteer appreciation event held for for COVID 19 task force volunteers (July 2020)</p> <p>Annual Volunteer of the Year Awards including seniors and youth categories.</p> <p>Economic Development creating a Brampton Ambassador program. To engage prominent individuals from Brampton or are champions of the City.</p>	<p>Maintain the existing Brampton Citizens Awards and increase the number of award recipients in the following categories: Long Term Service Award; Senior of the Year Award; and Volunteer of the Year Award. While the existing "Volunteer of the Year Award" is for a citizen and a youth, a recommendation is to create a separate "Youth Volunteer of the Year Award" as its own category.</p> <p>Number of applications submitted for awards: both local and the Ministry of Seniors and Accessibility Seniors Award. Civic</p>	Citizen of the Year Award in 202 for Youth (up to 18 years) and Seniors (65+)	Completed
7.9	Review Official Plan policy to ensure that live-work opportunities are permitted broadly across the City.	Short Term to Medium Term	Official Plan Review currently underway (Brampton 2040 Plan)	City to review employment projections and employment land analysis, and the opportunities for integrating employment and residential policies in its Official Plan Review and implementing Zoning By-law.	To be updated in 2021	Ongoing
7.10	Develop and market an Age-Friendly Employer designation to recognize employers that accommodate youth job creation and older employees through flexible work arrangements, job sharing, physical accommodations and other features of a supportive work environment.	Medium Term	For future consideration. Opportunity to expand through the Brampton Entrepreneur Centre	Number of Employers recognized.	To be revisited in 2021	Not Started

	<b>COMMUNITY SUPPORT &amp; HEALTH SERVICES</b>					
	<b>Action Items</b>	<b>Timing &amp; Priority</b>	<b>Activity</b>	<b>Initial Performance Indicator(s)</b>	<b>Updated Performance Indicator(s)</b>	<b>Progress</b>
8.1	Work with other municipalities and the provincial government to explore travel grant and support programs.	Short Term to Medium Term	For future considerations. Opportunities to explore funding opportunities available through other orders of government.	Region, City and transit operations to develop a resident education campaign about available services and programs.	To be revisited in 2021.	Not started
8.2	Work with local health agencies to identify health care system gaps and the hiring of medical professionals and specialists to provide quality care to Brampton residents.	Short Term to Long Term	City involved in ongoing discussions with health unit to identify locations for COVID 19 testing sites and isolation centre.	Number of grant requests.  Number of grants approved	Province of Ontario to provide immediate funding for 87 additional hospital beds across Brampton Civic Hospital and Etobicoke General Hospital (October 2020).  Federal Government announces \$6.5 million in funding for a COVID 19 isolation centre in Peel Region over 18 months (November 2020)	Ongoing
8.3	Encourage the development of residential care facilities that appeal to local needs and cultures (ie. respite care facilities, hospices).	Short Term to Long Term	Updating Supportive Housing Policies within Brampton's Official Plan		Statutory Public Meeting held on December 7, 2020 to present draft amendments to the City's supportive housing policies. To be updated in 2021.	Ongoing
8.4	Advocate for funding to support more affordable home care including personal support workers, affordable devices (e.g. hearing aids, mobile devices, medications, dental).	Medium Term	For future consideration.	Number of new programs, new jobs, service hours funded.  Decrease in the number of persons on waiting lists for personal care and home support services.	On December 1, 2020, Province of Ontario announced funding of \$115 million to expand innovative home and community care services as part of its fall 2020 COVID 19 preparedness plan to support 850 patients.  <a href="https://news.ontario.ca/en/release/59437/ontario-expanding-innovative-home-and-community-care-services">https://news.ontario.ca/en/release/59437/ontario-expanding-innovative-home-and-community-care-services</a>	Not started
8.5	Improve communication methods to promote awareness of age-friendly services, programs and information offered through a variety of communication methods.	Short Term	In 2020, a range of engagement approaches used to promote age-friendly services and programs during the COVID 19 Pandemic (ie tele town halls, ethnic radio ads, print media, flyers, brochures).	Number of visits from the City's website.  Number of applications submitted and approved for the Brampton's Snow Removal Financial Assistance for Seniors and Physically Challenged Citizens. <a href="http://www.brampton.ca/EN/residents/Roads/snow-removal/Documents/Snow-Removal-Financial-AssistanceApplication.pdf">http://www.brampton.ca/EN/residents/Roads/snow-removal/Documents/Snow-Removal-Financial-AssistanceApplication.pdf</a>	Seniors Support Task Force Council Co-Leads Participated in 2 Ethnic Radio Tele Town Halls for seniors.  Seniors Support Task Force hosted 3 Seniors Telephone Town Halls in 2020 with average of 750 participants.	Completed

## Appendix B: Age-Friendly Innovation through Outreach and Engagement

### Recent Quick Wins:

- ▶ New municipal grocery delivery program launched in 2020 (has been transitioned into a referral program). City Well Positioned as a Top Municipal Leader
- ▶ Synergy among community partners, including new partnerships and collaboration with community organizations
- ▶ Capacity building including wrap-around service provision
- ▶ Communication & Engagement, such as information sharing in accessible and convenient formats

COVID 19 SENIORS SUPPORT TASK  
FORCE POSTER OF SERVICES



MEMBERS OF SENIORS SUPPORT TASK  
FORCE DELIVERING PPE KITS TO  
RESIDENTS OF A SENIORS BUILDING



RESIDENTS ATTENDING A VOLUNTEER  
APPRECIATION DAY EVENT (JULY 2020)



KIDNETIX, JOINED BY REGIONAL COUNCILLORS MARTIN MEDEIROS AND PAT FORTINI TO DELIVER FOOD HAMPERS AND PPE KITS TO SENIORS



COVID 19 SENIORS SUPPORT TASK FORCE SOCIAL MEDIA POSTER



SENIORS DIGITAL CAFÉ PROGRAM WEB POSTER