



Seniors Age-Friendly Strategy Implementation Plan 2019-2022 Summary

Age-Friendly Calgary is a community-wide initiative to develop a strategy and implement a plan for addressing the needs of Calgary's aging population. The Strategy was developed and approved by City Council in 2015. It is based on the framework of the World Health Organization's Global Age-Friendly Cities initiative. For the past four years, stakeholders (including The City of Calgary) have been working together to implement the Seniors Age-Friendly Strategy and Implementation Plan 2015-2018.

This document outlines the plan for the second phase of implementation of the Seniors Age-Friendly Strategy,

2019-2022 Implementation Plan

Considerable progress has been achieved in delivering on both short and medium-term actions, as identified in the 2015-2018 implementation plan. The 2019-2022 implementation plan builds on that progress while maintaining the same vision, principles, strategies and community-wide indicators.

The Vision

Calgary is an age-friendly city where all people have lifelong opportunities to thrive.

Principles

- An age-friendly city is one where all older adults can be full and meaningful participants in their community.
- Age-friendly initiatives are based on person-centered principles, and are accessible, affordable, equitable, and comprehensive. Age-friendly initiatives are inclusive of the diversity of the aging population, including age, family status, culture, mobility, ethnicity, ability, sexual orientation, gender identity, belief systems, socio-economic status, and language.

- An age-friendly city is responsive to the needs of older adults who are vulnerable.
- Age-friendly initiatives will be based on best available information, will nurture innovation, and will be evaluated for their effectiveness.
- Older people are actively involved in the creation, implementation, and evaluation of an age-friendly city.

Local Priority Areas

The six local priority areas of the Seniors Age-Friendly Strategy outline the scope of the strategy and the topics of greatest importance to the local community for creating an age-friendly city.

These priority areas also remain the same as we move into the next phase of implementation, namely:

- Access to information and services
- Community support and health
- Housing
- Participation and inclusion
- Prevention and response to elder abuse
- Transportation and Mobility

Approach

The 2015-2018 implementation plan of the Seniors Age-Friendly Strategy focused on catalyzing action and finding opportunities to build on interest and momentum in the community.

For 2019-2022, actions have been prioritized based on their importance and what the initiative could realistically achieve within four years. Some actions were modified to incorporate lessons learned from the first phase of implementation.

Governance Model

The Age-Friendly Calgary governance model has been modified for the second phase of implementation. The new structure allows for better-informed decision making, greater cohesiveness and a refined reporting structure.

Key changes include:

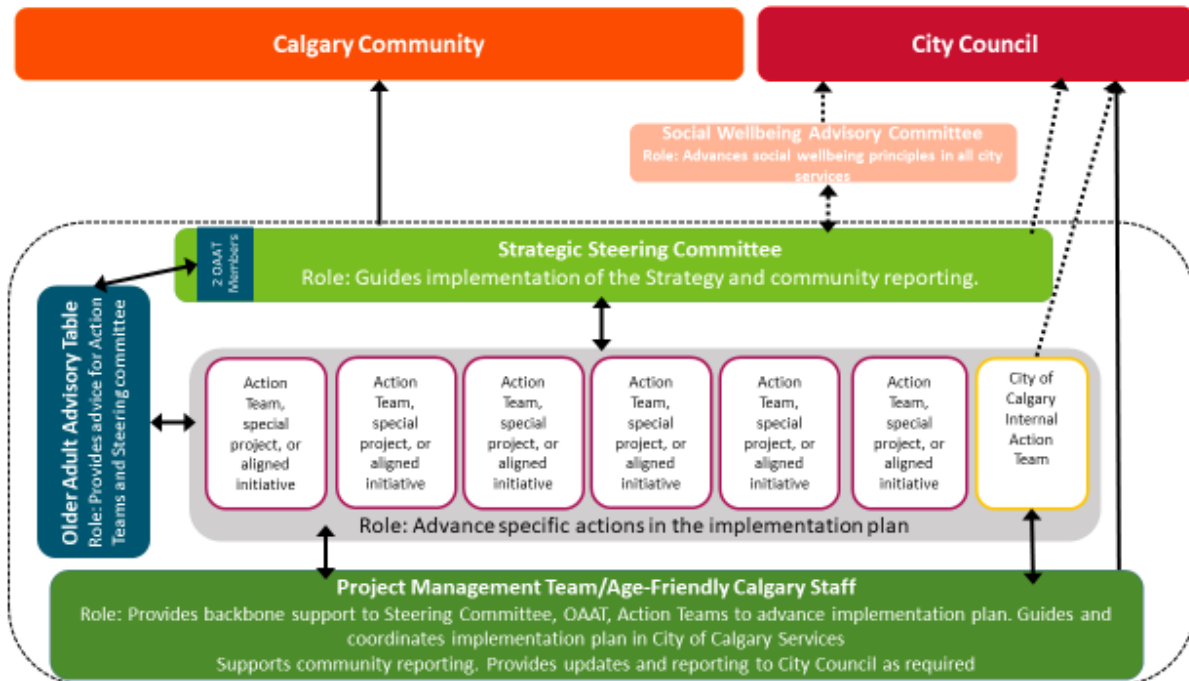
- **Older Adult Advisory Table (OAAT)** The OAAT will provide diverse first-hand experience and insight on living as an older adult in Calgary. This resource will be used to inform and support strategic and action planning by the Steering Committee, Action Teams and Project Management Team.
- **Strategic Steering Committee:** The Age-Friendly Calgary Steering Committee and Executive Steering Committee will be amalgamated into a single Strategic Steering Committee. It will be an agile, engaged team that can:

- guide the implementation of the strategy
- stay informed of Age-Friendly work happening in the community that aligns with the Age-Friendly strategy
- communicate progress being made by the initiative back to the community

Members will be recruited to a specific portfolio aligned with the six priority areas. They will be expected to make connections within the community in order to strongly support the actions prioritized in the 2019-2022 implementation plan.

- **Special Projects:** Special Projects are intense, time-limited projects. This is a new tactic that is being introduced for the 2019-2022 phase to advance complex actions in the implementation plan.
- **Social Wellbeing Advisory Committee membership:** One member of the Age-Friendly Calgary Steering Committee will sit on the newly formed Social Wellbeing Advisory Committee. One of the main functions of the Social Wellbeing Advisory Committee is to provide advice to Administration and City Council on how to deliver equitable City services for all Calgarians.
- **Internal Action Team:** A group of City of Calgary employees who are responsible for delivering on actions aligned with the Seniors Age-Friendly Strategy.

Figure 1: Age-Friendly Calgary governance model 2019-2022



Evaluation and Reporting

Age-Friendly Calgary has developed population indicators to track progress towards achieving its goals/objectives at the population level. These indicators will enable the initiative to evaluate progress in the six local priority areas amongst the total senior population, not just those we work with directly. These indicators will be monitored at 5 or 10 year intervals to track the progress of Calgary towards becoming a more age-friendly city.

The 2019-2022 implementation plan includes milestones to demonstrate the completion of specific pieces of work within the community and the City of Calgary. The 2019-2022 implementation plan will be a “living document”, i.e. a document that is periodically edited and updated. For example, milestones will be reviewed annually and revised as needed.

In order to assess the effectiveness of the initiative, Age-Friendly Calgary will be completing annual stakeholder surveys to assess stakeholder perception of the progress of the strategy. The surveys will also evaluate coordination and implementation support provided by the “backbone” organization of the collaboration and support for continuous improvement. For Age-Friendly Calgary, the backbone is defined in the governance model as the project management team/Age-Friendly Calgary staff. The role of the backbone is to facilitate a deeper level of collaboration and coordinated action among stakeholders.

Age-Friendly Calgary is committed to providing an annual *Report to the Community*, which will provide an update each year on current projects and provide a summary of progress.