

The World Health Organization Age Friendly Framework

The WHO Age Friendly Cities framework developed in the Global Age Friendly Cities Guide proposes eight interconnected domains that can help to identify and address barriers to the well-being and participation of older people.

These domains overlap and interact with each other. For example, respect is reflected in the accessibility of public buildings and spaces and in the range of opportunities that the city offers to older people for social participation, entertainment, volunteering or employment.

The lack of affordable public transport for example isolates older people who no longer drive in their homes and make participation in community life difficult, increasing the risk of isolation and loneliness. When transport is available and adapted to the needs of seniors, both in terms of scheduling and destinations, it enhances mobility and facilitates social participation and a sense of belonging in one's community.

It is equally important that older people continue to have a good reason to go out and participate. Cultural offers and entertainment that cater to the interests of older people, opportunities for volunteering or civic engagement contribute to a fulfilling and enjoyable older age.



Respect and Social Inclusion



Transportation



Housing



Social Participation



Outdoor Spaces and Buildings



Civic Participation and Employment



Community and Health Care



Communication and Information

The Board Directors, involved at the beginning of this project, have been instrumental in the development of this Plan. Age Friendly Thunder Bay intends to maintain the Committee’s Final Age Friendly Community Action Plan 2022 momentum bcontinue working towards a more age friendly community, and work alongside members of the Board to achieve the actions in this Plan.

The implementation of this Plan provides a framework to guide future, more detailed decision- making and planning within the city and its interested partners. Ultimately, the success of the Community Wide Action Plan will be achieved through collaboration between the municipality, the province, the federal government, Indigenous partners, and community stakeholders and organizations. It will be important for all to work together towards making the Action Plan a reality in Thunder Bay.



**WHO Global Network
for Age-friendly Cities
and Communities**



RESPECT AND INCLUSION

- Implement a communication marketing effort that motivates neighbours, family and friends to help support and stay involved in Older Adults' lives.
- Develop and implement a pilot project to identify and support Older Adults who are isolated.
- Create an intergenerational pilot project bringing youth and Older Adults together.
- Develop and implement a pilot project to identify and support Older Adults who are isolated.
- Leverage the existing business toolkit to provide customer service training for local businesses and organizations with significant Older Adult clientele.
- Lobby the government to provide people on the phone to patiently answer questions.
- Develop a strategy that includes providing access to devices, access to internet and the digital literacy skills to create more opportunities for Older Adults to participate or access services virtually and safely.



TRANSPORTATION

- Create a volunteer program to adjust to taking public transportation that helps adults transition from driving to taking public or other transportation.
- Establish a transportation hub that coordinates and helps provide better transportation services for Older Adults.
- Explore and expand subsidized or free transportation options.



CIVIC PARTICIPATION AND EMPLOYMENT

- Develop strategies to engage retired Older Adults as volunteers, mentors and recreation participants.
- Create an effective program for Older Adults to assist youth through mentorship and skills based tutoring.



OUTDOOR SPACE AND BUILDINGS

- Consider the physical build around public spaces, especially where public transportation is accessed.
- Advocate for a walkability plan for the City of Thunder Bay.
- Advocate for safety measure in public spaces.



HOUSING

- Develop and communicate housing needs of older adults.
- Ensure older adults are safe in their homes.
- Develop and communicate more options, resources, supports and services to help older adults age in their homes.



COMMUNICATION AND INFORMATION

- Encourage partners to network, to understand existing initiatives and to jointly participate in Age Friendly initiatives within community hubs.
- Communicate services and supports available to Older Adults, i.e. transportation, housing, health, community services, using tools and techniques preferred by Older Adults.



COMMUNITY AND HEALTH SERVICES

- Investigate the best approach and create a road map to help Older Adults navigate and utilize the community and health services.
- Advocate for increased funding dollars for community services.
- Create a pilot project to provide all Older Adults a point of contact when they leave the hospital to discuss health issues.
- Develop a medical equipment “re-use” program, where equipment is donated, cleaned, refurbished and reused.



COMMUNITY AND HEALTH SERVICES CONTINUED

- Perform a review of select participating community service organizations to find efficiencies and more effective operating models.
- Evaluate access to and availability of outpatient mental health care services for Older Adults.
- Advocate for any needed mental health care services.
- Initiate steps to improve system of communicating current needs and status Older Adults with palliative and high needs for access by all community care partners.
- Expand existing marketing programs focused on healthy eating, disease prevention and the eat local food movement.
- Provide System Navigation, escorts and interpretation for Francophone and Indigenous Older Adults to access community supports and health services.
- Develop strategies to provide culturally appropriate care and appropriate food for Indigenous Older Adults.
- Provide System Navigation to assist Older Adults to access all the benefits and services to which they are eligible.
- Explore and develop opportunities for the delivery of food hampers.
- Explore and develop opportunities for subsidized or free foot care.
- Explore and develop strategies for falls prevention (the leading cause of hospitalization for Older Adults).
- Advocate for the needs of Older Adults who are frail(25% of all Older Adults over 65 can be considered frail)

"An age-friendly city or community is health promoting and designed for diversity, inclusion, and cohesion, including across all ages and capacities. Age-friendly cities or communities might have, for example: accessible and safe road and transport infrastructure, barrier-free access to buildings and houses, and public seating and sanitary facilities, among others. Age-friendly cities and communities also enable people to stay active; keep connected; and contribute to their community's economic, social, and cultural life. An age-friendly city can foster solidarity among generations, facilitating social relationships between residents of all ages. Age-friendly cities and communities also have mechanisms to reach out to older people at risk of social isolation, falls or violence through personalized and tailored efforts."