

Theme	Rec #	Timeline	Action #	Action	Lead Responsibility	Progress Measure	Other Program Areas
Respect & Social Inclusion	1	Medium-Term	1a	The City of Toronto will apply to the World Health Organization to join the international network of age-friendly cities and communities, develop a 3 year City-wide action plan based on the findings of a baseline assessment of age-friendliness, and identify indicators to monitor progress against this plan.	Social Development, Finance & Administration	Application made. Indicators identified. Baseline assessment completed.	
Communications & Information	1	Medium-Term	1b	The Chief of Police, or designate, will work in partnership with the City of Toronto through the Executive Director, Social Development, Finance and Administration to develop and implement expedited data-sharing agreements to support ongoing analysis of safety and quality of life of older Toronto residents.	Toronto Police Service	Report on data shared.	
Respect & Social Inclusion	1	Long-Term	1c	The City of Toronto will seek funding to create a public awareness campaign to fight ageism and to improve communications of services and programs for older adults.	Social Development, Finance & Administration	Report on amount of funding secured.	City Manager's Office Long-Term Care Homes & Services
Respect & Social Inclusion	2	Short-Term	2a	The Chief of Police, or designate, will encourage Community-Police Liaison Committees, the Chief's Community Advisory Council, and Community Consultative Committees across the service to address the safety issues of older adults.	Toronto Police Service	Report on committee activities regarding safety issues of older adults.	
Respect & Social Inclusion	2	Short-Term	2b	Toronto Police Service will compile internal guides to assist front-line and investigative officers to access resources related to older adults, elder abuse and fraud.	Toronto Police Service	Report on guide implementation and use.	
Respect & Social Inclusion	2	Medium-Term	2c	Toronto Police Service will improve the physical safety of older adults and enhance programs designed to protect them from becoming victims of violence or fraud by developing a public awareness campaign to increase community awareness on the issues and risks associated with elder abuse including financial abuse.	Toronto Police Service	Report on public awareness activities.	
Respect & Social Inclusion	2	Medium-Term	2d	The Chief of Police, or designate, will work in partnership with the City of Toronto through the Executive Director, Social Development, Finance and Administration to provide victimization data related to older Toronto residents on an ongoing, annual basis at a neighbourhood level of geography.	Toronto Police Service	Report on data shared.	Social Development, Finance & Administration
Respect & Social Inclusion	2	Long-Term	2e	The Toronto Police Service will establish a Chief's Seniors' Advisory Committee comprised of key internal and external stakeholders with the goal of enabling dialogue, problem solving and innovation.	Toronto Police Service	Report on establishment of committee.	
Respect & Social Inclusion	2	Long-Term	2f	Toronto Police Service will develop and implement Officer training on effective recognition and reporting related to the abuse and neglect of older adults including the signs of physical, mental, emotional or sexual abuse, dementia, mental health crises, and lack of independence with respect to activities of daily living.	Toronto Police Service	Training developed. Number of officers trained.	
Respect & Social Inclusion	3	Short-Term	3a	Shelter, Support & Housing Administration will review staff training programs and materials to ensure the needs of homeless and at risk older adults are adequately represented.	Shelter, Support, & Housing Administration	Report on review of training programs and actions taken.	
Respect & Social Inclusion	3	Medium-Term	3b	Equity, Diversity & Human Rights will develop, promote, implement and evaluate an eLearning tutorial for City staff on A Guide to Good Practice: Providing equitable service to individuals of all abilities. The tutorial will provide information on best practices when communicating with vulnerable adults and the establishment of joint response protocols.	City Manager's Office	Number of staff who have completed tutorial.	(Equity, Diversity & Human Rights Office) Human Resources (Organizational Development and Learning)
Respect & Social Inclusion	4	Short-Term	4a	Social Development, Finance & Administration will foster connections between the City's main advisory bodies for youth and older adults to identify opportunities for collaboration.	Social Development, Finance & Administration	Report on results of joint meetings.	Toronto Youth Cabinet Toronto Seniors Forum Advisory Committee on Long-Term Care Homes & Services; Long-Term Care Homes & Services Youth Councils/Annual Youth Summit
Respect & Social Inclusion	4	Short-Term	4b	Social Development, Finance & Administration will publicize existing and develop new intergenerational programming with school boards with a particular focus on promoting respect for older adults.	Social Development, Finance & Administration	Number of programs developed. Report on promotional efforts.	

Respect & Social Inclusion	4	Short-Term	4c	Toronto Public Library will develop intergenerational programs that involve youth and older adults.	Toronto Public Library	Number of programs developed.	
Respect & Social Inclusion	4	Long-Term	4d	Social Development, Finance & Administration will expand funding to community groups to develop new intergenerational programming.	Social Development, Finance & Administration	Increase in funding.	
Civic Engagement, Volunteering & Employment Recommendations	5	Short-Term	5a	Shelter, Support & Housing Administration will ensure community consultations on the consolidation of provincially-funded homelessness programs (Community Homelessness Prevention Initiative) include input and feedback on programs and services that would best meet the needs older adults who are homeless or at risk of homelessness.	Shelter, Support, & Housing Administration	Report on consultations.	
Civic Engagement, Volunteering & Employment Recommendations	5	Short-Term	5b	Shelter, Support & Housing Administration will ensure community consultations on the proposed redevelopment of Seaton House include input on programs, services and design elements that would best meet the needs of homeless older adults.	Shelter, Support, & Housing Administration	Report on consultations.	
Civic Engagement, Volunteering & Employment Recommendations	5	Short-Term	5c	Social Development, Finance & Administration will engage the Toronto Seniors' Forum as partners in the Seniors Strategy to monitor and evaluate the progress of implementation.	Social Development, Finance & Administration	Monitoring framework developed.	
Civic Engagement, Volunteering & Employment Recommendations	5	Short-Term	5d	The Toronto Public Library will develop ongoing consultation mechanisms, including an older adult advisory committee that engages seniors and provides input into existing Toronto Public Library services.	Toronto Public Library	Ongoing consultations sessions. Older Adult Advisory group.	
Civic Engagement, Volunteering & Employment Recommendations	6	Short-Term	6a	Parks, Forestry & Recreation will pursue a volunteer management system to maintain information on volunteer opportunities and enhance the ability of recreation and parks staff to connect volunteers with positive opportunities.	Parks, Forestry & Recreation	Progress measured under Recreation Service Plan implementation.	
Civic Engagement, Volunteering & Employment Recommendations	6	Long-Term	6b	Social Development, Finance & Administration will develop peer-leadership training programs to enable older adults to help others navigate civic services and programs.	Social Development, Finance & Administration	Number of programs developed.	311
Civic Engagement, Volunteering & Employment Recommendations	7	Short-Term	7a	Toronto Employment & Social Services will ensure that older workers can access City Workforce development initiatives and will explore opportunities to customize employment services to meet the unique needs of older workers.	Employment and Social Services	Report on employment opportunities for older adults.	
Social Participation	8	Short-Term	8a	Long-Term Care Homes & Services will develop a Capital Renewal Strategy for its B and C homes and include community space as part of their design to support the creation of community hubs.	Long-Term Care Homes & Services	Report on the status of Capital Renewal Strategy.	
Social Participation	8	Short-Term	8b	City Planning will undertake Community Services and Facilities Strategies/Reviews to assess and respond to changing demand for community services and facilities in areas where the population is aging and/or growing, including securing on-site community space as part of mixed use and/or significant residential development, in order for agencies to effectively run accessible services and/or programs that could benefit older adults.	City Planning	Additional community space secured in areas undergoing significant mixed use or residential development.	
Social Participation	8	Short-Term	8c	Toronto Community Housing Corporation (TCHC) will investigate co-locating City and community services for older adults in Toronto Community Housing and other City-owned facilities in order to make these services more accessible to older residents of TCHC facilities.	Toronto Community Housing Corporation	Report co-location options. Number of older adult programs provided at Toronto Community Housing. Number of TCHC residents participating in programs and services on-site.	
Social Participation	9	Medium-Term	9a	Social Development, Finance & Administration, in partnership with the Ministry of Health and Long-Term Care and Local Health Integration Networks (LHINs), will expand financial support to Elderly Persons Centres and work with the province to increase their visibility through consistent branding.	Social Development, Finance & Administration	Increase in funding to Elderly Persons Centres. Increase in number of people using Elderly Person Centres.	

Social Participation	10	Short-Term	10a	Parks, Forestry & Recreation will develop an age-based plan for older adults, which would include strategies to ensure consistent, quality recreation programs for older adults across the city, with the flexibility to respond to local age specific needs.	Parks, Forestry & Recreation	Measure to be developed as part of the Recreation Service Plan implementation.	
Social Participation	10	Short-Term	10b	Toronto Public Library will purchase large print books, audio books and electronic media that appeal to older adults.	Toronto Public Library	\$500,000 estimated expenditure in new catalogue items.	
Community Support & Health Services	11	Short-Term	11a	Emergency Medical Services will further strengthen its Community Referrals by Emergency Medical Services Program (CREMS) by increasing the number of EMS referrals made to primary care providers, Community Care Access Centres and community support service providers.	Emergency Medical Services	Increase referrals by 10% from 1,224 in 2012 to 1,350 in 2013.	
Community Support & Health Services	11	Short-Term	11b	The City of Toronto will create a Health Care Worker Influenza Immunization Group to examine all options to increase influenza immunization rates of City employees whose job involves providing health care to older adults.	Toronto Public Health	Increase influenza immunization coverage rate.	Long-Term Care Homes & Services Emergency Medical Services
Community Support & Health Services	11	Short-Term	11c	Toronto Public Health will work with community partners and the private sector to make it easier for older adults to access healthy affordable and culturally diverse food through existing food retail and innovative approaches such as the Mobile Good Food Market.	Toronto Public Health	Number of partners engaged.	
Community Support & Health Services	11	Short-Term	11d	The Toronto Public Library will offer a dynamic mix of programs to address lifelong learning and skills development that support better health, financial management and sustainability.	Toronto Public Library	Minimum of 90 programs in areas of health and minimum of 50 programs in areas of financial management developed.	
Community Support & Health Services	11	Medium-Term	11e	Toronto Public Health will increase access to falls prevention training to health and allied health professionals working with older adults.	Toronto Public Health	Increase in the percentage of agencies serving seniors with staff trained in falls prevention.	
Community Support & Health Services	11	Medium-Term	11f	Toronto Public Health will increase awareness among older adults and their caregivers of the risks for falls and strategies for preventing falls using a variety of communication strategies.	Toronto Public Health	Report on results of communication strategies.	
Community Support & Health Services	11	Medium-Term	11g	Emergency Medical Services will significantly increase its Community Paramedic home visits.	Emergency Medical Services	Increase in number of home visits.	
Community Support & Health Services	11	Long-Term	11h	Emergency Medical Services will expand the Community Paramedicine program to include more Community Paramedics for home visits as well as establishing potential partnerships with other stakeholders to prevent unnecessary transports to hospitals. Community Paramedics respond to non-acute medical calls where they can assess the patient's acuity, perform minor procedures and engage proper community support programs.	Emergency Medical Services	Increase in number of Community Paramedics.	
Community Support & Health Services	12	Short-Term	12a	Shelter, Support & Housing Administration will explore partnerships to enhance the Vulnerable Populations Protocol for the delivery of Emergency Human Services (EHS) including registration and inquiry, temporary accommodation, meals, clothing, transportation and personal supports. These are intended to ensure that ensuring that older Torontonians and others who are vulnerable are identified and protocols are in place to provide them access to EHS services and the specialized response they may require during large or small scale emergencies.	Shelter, Support, & Housing Administration	Report on the effectiveness of partnerships.	
Community Support & Health Services	12	Medium-Term	12b	Due to the current demand, the wait time to access dental care and the expected increase in demand with the aging demographics, the City should expand access to dental care for eligible seniors.	Toronto Public Health	Increase in number of eligible older adults using free basic dental services.	
Community Support & Health Services	13	Short-Term	13a	City of Toronto Agencies, Boards, Corporations and Divisions will collaborate on a suicide prevention initiative, including older adults as well as other priority populations.	Toronto Public Health	Number of partnerships created. Number of innovative housing initiatives and homes created/maintained.	City of Toronto agencies, boards, commissions, corporations, and divisions

Housing	14	Short-Term	14a	The Affordable Housing Office will aggressively pursue a full range of partnership opportunities to create and maintain affordable housing for lower-income seniors, supporting the goals of Housing Opportunities Toronto, the City's 10-year housing action plan.	Affordable Housing Office	Describe actions taken and results of actions.	
Housing	14	Short-Term	14b	The Affordable Housing Office and Shelter, Support & Housing Administration will maximize opportunities to provide affordable housing choice and supply for lower income seniors through participation in the renewed federal-provincial Investment in Affordable Housing funding program.	Affordable Housing Office	Describe actions taken and results of actions.	Shelter, Support & Housing Administration
Housing	14	Short-Term	14c	Shelter, Support & Housing Administration and the Affordable Housing Office will provide senior-friendly public education sessions for homeless, at risk and low-income older adults, their families and caregivers. These sessions will increase public awareness of the diverse range of housing programs and services already available in their communities regardless of service provider or service funder. These include a hard copy service directory, an online searchable directory, program brochures, other promotional material and community engagement initiatives.	Shelter, Support, & Housing Administration	Number of copies of service directories distributed. Number and type of brochures distributed and accessed. Number and type of educational and community engagement initiatives implemented. Number and type of brochures distributed and accessed. Number and type of educational and community engagement initiatives implemented.	Affordable Housing Office
Housing	14	Short-Term	14d	City Planning will undertake an Official Plan Amendment to allow for Secondary Suites in existing homes, and will update the Secondary Suites resource kit. Secondary Suite units will help both senior homeowners and renters remain in their neighbourhoods.	City Planning	Undertaking of an Official Plan Amendment, development of an updated secondary suites resource kit, and distribution to agencies and facilities that serve older Torontonians.	Shelter Support & Housing Administration Affordable Housing Office
Housing	14	Short-Term	14e	Revenue Services will bring forward various options and communication strategies to enhance awareness/ knowledge, access and participation of the available senior property tax and utility relief programs.	Revenue Services	Percentage increase in program participation.	
Housing	14	Short-Term	14f	City Planning, in consultation with the Affordable Housing Office, will seek to increase the supply of affordable rental and ownership housing for low-income households, including older adults, through mechanisms such as Section 37 of the Planning Act to secure and access funds for affordable ownership units and condominium-registered affordable rental units.	City Planning	Increase in affordable rental and ownership units.	Affordable Housing Office
Housing	14	Short-Term	14g	Shelter, Support & Housing Administration will enhance service planning for homeless and at risk older adults through improved collection of demographic information on older adults using emergency shelters, street outreach and/or other homelessness and housing support programs, as well as those on the social housing waiting list and using rent supplements or housing allowances.	Shelter, Support, & Housing Administration	Data collected.	
Housing	14	Long-Term	14h	Shelter, Support & Housing Administration, working with the Affordable Housing Office, will update Housing Opportunities Toronto: An Affordable Housing Action Plan (2010-2020) accounting for the evolving demographics and needs of older Torontonians, consistent with the provincial requirement for all municipalities to have a housing and homelessness plan in place.	Shelter, Support, & Housing Administration	Action plan updated to reflect the needs of older Torontonians.	Affordable Housing Office City Planning
Housing	15	Short-Term	15a	The Affordable Housing Office will assist lower-income older adults and persons with disabilities to make essential repairs and modifications to their homes by delivering the new Toronto Renovates Program 2012 to 2015 using federal-provincial funding.	Affordable Housing Office	\$6.7 M in administered funds, up to 475 homes assisted to renovate/repair (2012 to 2015).	
Housing	15	Short-Term	15b	The Affordable Housing Office will promote its accessibility and aging in place design guidelines in affordable housing by direct engagement with the public and housing providers.	Affordable Housing Office	Number and type of engagement activities implemented.	

Housing	15	Medium-Term	15c	Long-Term Care Homes & Services will expand the Homemakers and Nurses Services program which offers assistance with housekeeping, laundry, shopping and meal preparation to frail elderly or other older adults recovering from illness or surgery.	Long-Term Care Homes & Services	Number of additional clients served through program to reduce/eliminate existing wait list.	
Housing	16	Short-Term	16a	Shelter, Support & Housing Administration will encourage the Ministry of Health and Long-Term Care to recognize and support the needs of older adults using emergency shelters, street respite and street outreach programs by improving the access of this group of older adults to Long-Term Care programs and initiatives and other supports while staying in shelters/living on the street.	Shelter, Support, & Housing Administration	Advocacy occurred. Advocacy result.	Long-Term Care Homes & Services
Housing	16	Short-Term	16b	Shelter, Support & Housing Administration will encourage the Ministry of Health and Long-Term Care and the Ministry of Municipal Affairs and Housing to develop and/or increase appropriate models of Long-Term Care, supportive housing, assisted living and housing supports. Such models should be designed to assist older adults that use substances, have mental health issues and/or behavioural issues.	Shelter, Support, & Housing Administration	Advocacy occurred. Advocacy result.	Long-Term Care Homes & Services
Housing	16	Short-Term	16c	Long-Term Care Homes & Services will access the provincially-funded Behaviour Support Ontario Program to improve the quality of care in City owned long-term care homes by hiring and training new Personal Support Workers, Nurses in the specialized skills necessary to provide specialized care to residents with dementia, mental health conditions, substance use disorders and other cognitive impairments.	Long-Term Care Homes & Services	Increase in resources and services.	
Housing	16	Medium-Term	16d	Toronto Community Housing Corporation and Long-Term Care Homes & Services will work to enhance their partnership agreement to create more supportive housing in Toronto Community Housing buildings.	Toronto Community Housing Corporation	Report on enhancements to partnership.	Long-Term Care Homes & Services
Transportation	17	Medium-Term	17a	The Toronto Transit Commission will pursue discounted or free fares for older adults during non-peak hours.	Toronto Transit Commission	Policy implemented.	
Transportation	17	Medium-Term	17b	Toronto Public Library will work to develop partnerships with community service organizations that provide transportation services for seniors in order to facilitate increased access to library branches.	Toronto Public Library	Partnerships developed and program developed by 2014.	
Transportation	17	Long-Term	17c	Through the Community Partnership and Investment Program (CPIP), Social Development, Finance & Administration will fund community groups to increase non-medical transportation options for older adults.	Social Development, Finance & Administration	Number of clients served by community-based non-medical transportation services.	
Transportation	18	Short-Term	18a	The Toronto Transit Commission will change the current "courtesy seating" system to "priority seating".	Toronto Transit Commission	Number of seating signs converted.	
Transportation	18	Short-Term	18b	The Toronto Transit Commission will introduce new accessible streetcars in 2014, which will provide ramps to allow people using wheelchairs, scooters or assistive devices easier entry.	Toronto Transit Commission	Percentage of streetcar fleet that is accessible.	
Transportation	18	Short-Term	18c	The Toronto Transit Commission will upgrade the public address system in TTC subway stations to improve the clarity of announcements.	Toronto Transit Commission	Increase in number of stations and with upgraded sound systems.	
Transportation	18	Short-Term	18d	The Toronto Transit Commission will publicize the TTC maintenance/repair telephone line: 416-539-LIFT (5438).	Toronto Transit Commission	Increase in awareness of TTC maintenance/repair hotline.	
Transportation	18	Short-Term	18e	The Toronto Transit Commission will post elevator/escalator outage notices at TTC station entrances.	Toronto Transit Commission	Report on establishment and compliance with policy.	
Transportation	18	Short-Term	18f	The Toronto Transit Commission will work with Transportation Services to increase the number of accessible bus stops.	Toronto Transit Commission	Increase in number of accessible stops.	Transportation Services
Transportation	19	Short-term	19a	Transportation Services will work to complete updates to intersection crossing times to provide longer walk times across the city.	Transportation Services	Number of intersections updated.	
Transportation	19	Short-term	19b	Transportation Services will develop a policy and process for further extending crossing-times at intersections in areas where there is a high concentration of senior residents or senior amenities/facilities, pending the adoption of a national standard.	Transportation Services	Policy and process developed.	

Transportation	19	Short-term	19c	Transportation Services will monitor new types of mobility devices to ensure that City by-laws appropriately recognize personal mobility devices that are appropriate for use in pedestrian environments such as on sidewalks and multi-use pathways.	Transportation Services	Report on findings.	
Transportation	20	Short-Term	20a	Transportation Services will conduct reviews of each pedestrian fatality to understand the collision cause and implement, where appropriate, measures that respond to the collision causes.	Transportation Services	Number of reviews conducted. Number of reviews with road safety measures implemented.	
Transportation	20	Short-Term	20b	Toronto Public Health, in collaboration with Transportation Services, will identify and implement active transportation demonstration projects, including traffic calming and 'slow zones' to enhance safety for older adults and all road users.	Toronto Public Health	Number of consultation activities conducted in demonstration communities. Number of communities where demonstration projects are underway.	Transportation Services
Transportation	20	Short-Term	20c	Transportation Services will advocate that the Ministry of Transportation amend the Highway Traffic Act to strengthen the rules of the road regarding safety of pedestrians at mid-block crossings, and to create safety programs for all road users.	Transportation Services	Report on result of advocacy.	
Transportation	20	Short-Term	20d	Transportation Services will identify opportunities to improve safety for all road users by including safety reviews in the capital planning process for roadway projects.	Transportation Services	Number of projects that have undergone a Safety Review on an annual basis.	
Outdoor Spaces & Buildings	21	Short-Term	21a	Transportation Services will accelerate the installation of street benches and benches and shelters at bus stops.	Transportation Services	Increase in number of accessible benches.	
Outdoor Spaces & Buildings	21	Short-Term	21b	Transportation Services will consult with Astral Out-of-Home and its design consultants to review possible adaptations to the existing street furniture bench design to ensure they address emerging research on older adults' accessibility needs.	Transportation Services	Report on consultation and outcome.	
Outdoor Spaces & Buildings	21	Short-Term	21c	Parks, Forestry & Recreation will increase the tree canopy over the next 40 to 50 years, which will lead to more shade protection.	Parks, Forestry & Recreation	Increase in tree canopy.	
Outdoor Spaces & Buildings	21	Short-Term	21d	Transportation Services will implement the Toronto Wayfinding Strategy to support all Torontonians navigating the city, including age-friendly signage and mapping and integrating wayfinding systems for parks, gardens and trails.	Transportation Services	Funding secured for phase 2 implementation.	
Outdoor Spaces & Buildings	21	Short-Term	21e	Transportation Services will work to increase the number of larger-print street name signs at all intersections with traffic lights.	Transportation Services	Increase in number of intersections with large-print street name signs.	
Outdoor Spaces & Buildings	21	Short-Term	21f	Transportation Services will work with partners to enhance multi-use trails and pathways with tactile trail surfaces, on-trail markings, markings at junctions, and cautionary signage to reduce conflicts between different types of users and provide a more enjoyable experience for all trail users including older adults.	Transportation Services	Number of trail enhancement sites.	Parks, Forestry & Recreation
Outdoor Spaces & Buildings	21	Short-Term	21g	City Planning will develop Official Plan policies as part of its 5 Year Review which include creating a comprehensive and universally accessible transportation system; developing walkable mixed-use and transit-supportive neighbourhoods, and designing public streets, open spaces and buildings that are safe, comfortable and accessible.	City Planning	Policies under development.	
Outdoor Spaces & Buildings	21	Short-Term	21h	The City of Toronto, in consultation with key stakeholders, will develop policies and best practices for the appropriate use of tactile walking surface indicators on city infrastructure for pedestrians who are visually-impaired.	Transportation Services	Policy developed. Best practices instituted.	Toronto Transit Commission
Outdoor Spaces & Buildings	21	Medium-Term	21i	As part of its Parks Plan, Parks, Forestry & Recreation will continue to increase shaded seating areas in parks and explore design adaptations to further address emerging research on older adult accessibility.	Parks, Forestry & Recreation	Will be reported as part of the Parks Plan Implementation.	
Outdoor Spaces & Buildings	21	Medium-Term	21j	Social Development, Finance & Administration will expand snow shovelling services for older Torontonians administered under the City's Community Partnership and Investment Program (CPIP).	Social Development, Finance & Administration	Increase in funding for snow shovelling services for older Torontonians.	
Outdoor Spaces & Buildings	22	Short-Term	22a	Toronto Police Service will promote Crime Prevention Through Environmental Design community safety audits throughout the city.	Toronto Police Service	Number of audits performed. Report on actions resulting from audits.	

Outdoor Spaces & Buildings	22	Short-Term	22b	The Toronto Police Service will continue to provide a visible presence in public spaces and inform and educate older Torontonians on safety issues in their community.	Toronto Police Service	Report on information and education activities for older Torontonians.	
Outdoor Spaces & Buildings	22	Long-Term	22c	Toronto Community Housing Corporation will implement a safety, maintenance and liveability upgrade of all Seniors Buildings. This includes upgrades to communal and community space (e.g. lobby, common areas), security audits, upgrades to security cameras, elevator maintenance issues, and re-secured entrance and exits. Funding sources to be identified by TCHC, including new revenue sources achieved from the implementation of the Special Housing Working Group report approved by Council in 2012.	Toronto Community Housing Corporation	Number of safety audits completed. Number of security upgrades completed.	
Outdoor Spaces & Buildings	22	Long-Term	22d	The Toronto Police Service will work with City and community partners to develop a guidebook for older adults in Toronto to promote safe and secure community living.	Toronto Police Service	Guidebook developed. Number of guidebooks distributed.	
Communications & Information	23	Short-Term	23a	Parks, Forestry & Recreation will develop a communication plan with strategies geared specifically towards older adults to raise awareness of program availability options, improve access and reduce stigma.	Parks, Forestry & Recreation	Will be reported as part of the Recreation Service Plan and Parks Plan implementation.	
Communications & Information	23	Short-Term	23b	The City of Toronto will better publicize to older Torontonians the services offered by 211 and 311.	Social Development, Finance & Administration	Number of promotional sessions held at events involving older adults.	Toronto Seniors Forum 311
Communications & Information	23	Medium-Term	23c	The City of Toronto will develop internal resources to ensure front-line service staff are aware of and able to promote information and services of interest to older adults.	Social Development, Finance & Administration	Plan developed for creating internal resources.	Seniors Strategy Technical Working Group 311
Communications & Information	23	Long-Term	23d	The Toronto Police Service will strengthen partnerships with health, social and community support service agencies to connect vulnerable, victimized older adults to appropriate health, social and community support services.	Toronto Police Service	Report on development of partnerships.	
Communications & Information	23	Long-Term	23e	The City of Toronto will assist older adults to participate fully in community life by identifying Aging Improvement Areas, neighbourhoods with high concentrations of vulnerable seniors and fewer available services.	Social Development, Finance & Administration	Aging improvement areas identified.	
Communications & Information	24	Medium-Term	24a	The City of Toronto will develop an accessible communications policy and guidelines to assist City staff to meet accessibility standard requirements created under the Accessibility for Ontarians with Disabilities Act. The policy and guidelines should reflect communication and information barriers which may exist for both older adults and people with different abilities.	City Manager's Office	Policy and guidelines developed and implemented.	Strategic Communications
Communications & Information	25	Medium-Term	25a	The Toronto Public Library will develop and implement electronic information literacy programs for older adults that focus on Internet awareness, safety and new information technologies.	Toronto Public Library	Electronic information literacy programs developed.	