

# Appendix A

## Priority Areas and Actions for the 2024 to 2027 York Region Plan to Support Seniors: Navigating Forward Together

Monitoring and reporting for the 2024 to 2027 York Region Plan to Support Seniors will take place throughout the four-year implementation cycle. Bi-annual progress reports to Council will begin Spring 2026 and Spring 2028, reporting on activities as identified in tables below. Some targets remain under development (identified as TBD) as new baselines are established or actions evolve over time and will be included in bi-annual reports as appropriate.

### Priority Area 1: Keeping Seniors Healthier, Longer

Objective: Provide seniors, caregivers and staff supporting seniors information to help them improve physical activity and social connectedness, and slow decline of or prevent chronic disease



| ACTIONS  | PERFORMANCE MEASURES   | DELIVERABLES  | TIMELINES |      |      |      |
|--|--|---|-----------|------|------|------|
|  |  |   | 2024      | 2025 | 2026 | 2027 |
| 1. Communicate information on healthy aging to raise awareness with seniors, caregivers and staff to help seniors stay healthy and connected                     | <ul style="list-style-type: none"> <li># of program resources updated or revised<br/><b>Target:</b> 2 resources updated or revised annually</li> <li># of engagement opportunities (e.g., Health Fairs and displays) attended<br/><b>Target:</b> 5 engagements planned and delivered annually</li> <li># of awareness raising media initiatives (e.g., social media, campaigns, etc.)<br/><b>Target:</b> 5 initiatives planned and delivered annually</li> </ul> | 1.1. Promote healthy aging, fall prevention, physical activity, increasing strength and balance, healthy eating and social connectedness to improve and maintain health and by working with partners to engage in health promotion strategies for older adults in the community | ●         | ●    | ●    | ●    |
| 2. Communicate information on York Region Public Works services to raise awareness with seniors, caregivers and staff to help seniors stay healthy and connected | <ul style="list-style-type: none"> <li># of campaigns in fiscal year<br/><b>Target:</b> 2 senior focused Public Works campaigns annually</li> <li># of other campaigns that were assisted by Public Works<br/><b>Target:</b> TBD based on other Regional campaigns</li> </ul>  | 2.1. Public Works communication campaigns targeted towards seniors  | ●         | ●    | ●    | ●    |
| 3. Advocate to the Province for annual health professional in-home or supported virtual visits for seniors 75 years of age and over                              | <ul style="list-style-type: none"> <li>Seniors Cluster Table and clients engaged<br/><b>Target:</b> 1 engagement held annually</li> <li>Human Services Planning Board engaged<br/><b>Target:</b> 1 engagement held</li> <li># of Council endorsed submissions and advocacy<br/><b>Target:</b> TBD</li> </ul>   | 3.1. Jurisdictional scan and research of advocacy agendas for other municipalities, community partners and sector associations<br><br>3.2. Advocacy Toolkit created awareness and navigation  | ●         | ●    | ●    | ●    |

## Priority Area 2: Supporting Seniors to Live in Age-Friendly Complete Communities

Objective: Better integrate services for seniors

| ACTIONS   | PERFORMANCE MEASURES  | DELIVERABLES   | TIMELINES |      |      |      |
|---|---|--|-----------|------|------|------|
|   |   |  | 2024      | 2025 | 2026 | 2027 |
| 4. Complete design and construction and operationalize the seniors hub and community centre located in Unionville Commons | <ul style="list-style-type: none"> <li># of stakeholders and residents engaged for needs assessment<br/><b>Target:</b> Feedback provided by 190 residents and 19 different partner organizations for the needs assessment (Completed)</li> <li>Advisory Group membership reflects diversity as identified in terms of reference<br/><b>Target:</b> Advisory Group recruitment completed</li> </ul>  | 4.1. Complete an updated needs assessment<br>4.2. Establish Advisory Group to provide input and advice on programming<br>4.3. Establish partnerships and programming based on findings of needs assessment<br>4.4. Complete seniors hub and community centre design and construction<br>4.5. Open hub and community centre and oversee the provision of services to residents<br>4.6. Evaluate programming | ●         |      |      |      |
| 5. Develop policies and programs that link the built environment to healthy aging   | <ul style="list-style-type: none"> <li># of municipalities supported<br/><b>Target:</b> 3 municipalities supported annually</li> <li># of networks and advisory committees supported<br/><b>Target:</b> 2 networks and advisory committees supported annually</li> </ul>  | 5.1. Public health will engage in health promotion activities and support the inclusion of health outcomes for all ages (including seniors) in Regional and municipal community and transportation planning connecting built environment and healthy aging   | ●         | ●    | ●    | ●    |
| 6. Deliver innovative paramedic and community paramedicine services to support seniors in the community                   | <ul style="list-style-type: none"> <li># of seniors served in palliative care program<br/><b>Target:</b> TBD based on patient population needs</li> <li># of seniors served by community paramedicine<br/><b>Target:</b> 3,000 seniors to be supported annually</li> <li># of paramedics that received palliative care training during annual recruitments<br/><b>Target:</b> TBD based on annual Paramedic Service recruitment intake</li> <li># of external partner and collaboration networks attended<br/><b>Target:</b> 10+ collaboration meetings annually</li> </ul> | 6.1. Implement and report on the Paramedic Palliative Care Program<br>6.2. Offer new or enhanced services to help seniors as funding permits<br>6.3. Deliver training to paramedics on how to support seniors in the community<br>6.4. Participation in Regional working groups and/or tables that support seniors within the community  | ●         | ●    | ●    | ●    |
| 7. Engage seniors' networks to inform development of the Affordable Private Market Housing Implementation Plan (AHIP)     | <ul style="list-style-type: none"> <li>Seniors Cluster Table engaged in the development of the proposed AHIP Report<br/><b>Target:</b> 1 Seniors Cluster Table engagement for input<br/><b>Target:</b> 1 Seniors Cluster Table update</li> </ul>  | 7.1. Preliminary AHIP Directions and Options presented to Housing Affordability Task Force (HATF)<br>7.2. Proposed AHIP staff report   | ●         |      |      |      |
| 8. Explore opportunities to enhance and continue programs that support seniors' access to York Region Transit (YRT)       | <ul style="list-style-type: none"> <li>Analysis completed by end of 2024<br/><b>Target:</b> Review of Transit Assistance Program (TAP) program conducted</li> <li>MOR 65+ adopted as a permanent program<br/><b>Target:</b> Adopted</li> <li># of annual trips taken by seniors in York Region<br/><b>Target:</b> Review through the service plan and consultation process annually</li> </ul>  | 8.1. Complete analysis on the possible expansion of the TAP to those 65+ years of age<br>8.2. YRT to provide Mobility On-Request 65+ service for senior residents  | ●         |      |      |      |
| 9. Advocate for improved policy planning and funding across a supportive seniors continuum of health and social care      | <ul style="list-style-type: none"> <li>Seniors Cluster Table and clients engaged<br/><b>Target:</b> 1 engagement held annually</li> <li>Human Services Planning Board engaged<br/><b>Target:</b> 1 engagement held</li> <li># of Council endorsed submissions and advocacy<br/><b>Target:</b> TBD</li> </ul>  | 9.1. Jurisdictional scan and research of advocacy agendas for other municipalities, community partners and sector associations<br>9.2. Advocacy Toolkit created  | ●         | ●    | ●    | ●    |
| 10. Advocate to the Province for sustainable funding to expand Community Paramedicine programs                            | <ul style="list-style-type: none"> <li>Seniors Cluster Table and clients engaged<br/><b>Target:</b> 1 engagement held annually</li> <li>Human Services Planning Board engaged<br/><b>Target:</b> 1 engagement held</li> <li># of Council endorsed submissions and advocacy<br/><b>Target:</b> TBD</li> </ul>  | 10.1. Jurisdictional scan and research of advocacy agendas for other municipalities, community partners and sector associations<br>10.2. Advocacy Toolkit created  | ●         | ●    | ●    | ●    |

### Priority Area 3: Connecting Seniors and Caregivers to Right Programs and Services at Right Times

Objective: Improve system navigation for seniors

| ACTIONS   | PERFORMANCE MEASURES   | DELIVERABLES  | TIMELINES |      |      |      |
|---|--|---|-----------|------|------|------|
|   |  |   | 2024      | 2025 | 2026 | 2027 |
| 11. Promote Access York to seniors and caregivers as a central access point for York Region and community resources   | <ul style="list-style-type: none"> <li># of new communication campaigns/ways used to promote Access York<br/><b>Target:</b> 1 new campaign planned and developed annually</li> </ul>   | 11.1. Establish plan to promote Access York<br>11.2. Develop communication material<br>11.3. Implement the plan<br>11.4. Evaluate and enhance based on feedback   | ●         |      |      |      |
| 12. Advance accessible seniors focused self-serve tools on York Region website to search for York Region and community resources  | <ul style="list-style-type: none"> <li># of seniors and caregiver services available in self-serve tools<br/><b>Target:</b> TBD as to be implemented in 2025</li> </ul>  | 12.1. Explore available community resource tools<br>12.2. Assess appropriate tools to promote for seniors and caregivers<br>12.3. Consult on usability and ease of access with Seniors Cluster Table and other existing seniors/caregivers-focused tables<br>12.4. Work with partners to share self-serve tools for senior and caregiver services linked on york.ca<br>12.5. Evaluate and enhance based on feedback | ●         |      |      |      |
| 13. Share knowledge and training on seniors specific resources on York Region navigation tools with regional staff and local municipalities                               | <ul style="list-style-type: none"> <li># of York Region staff that have received training on service navigation tools<br/><b>Target:</b> All Access York staff offered training</li> <li># of local municipal partners that have received training on service navigation tools<br/><b>Target:</b> All 9 local municipal partners trained and resources provided by plan's completion</li> </ul>  | 13.1. Develop knowledge and training resources<br>13.2. Share resources with regional staff<br>13.3. Evaluate and enhance training resources based on feedback<br>13.4. Share resources with local municipal partners   |           | ●    |      |      |
| 14. Collaborate with Ontario Health Team Partners to develop an access and navigation model for a seamless approach to senior specific customer information and referrals | <ul style="list-style-type: none"> <li># of referrals by Access York<br/><b>Target:</b> TBD as targets to be developed with OHT partners</li> </ul>  | 14.1. Collaborate on the Eastern York Region North Durham Access and Navigation model development with Ontario Health Team partners   | ●         |      |      |      |
| 15. Develop a York Region specific navigation guide for seniors   | <ul style="list-style-type: none"> <li>In design and/or engagement:               <ul style="list-style-type: none"> <li>Seniors Cluster Table engaged<br/><b>Target:</b> 1 engagement held</li> <li>Ontario Health Teams engaged (where applicable)<br/><b>Target:</b> TBD</li> <li>Local municipalities engaged<br/><b>Target:</b> 1 engagement held</li> </ul> </li> <li>Piloted engaging place-based initiatives as defined by Community Safety and Well-Being Plan (where applicable)<br/><b>Target:</b> 1 engagement held</li> <li>In distribution:               <ul style="list-style-type: none"> <li>Ontario Health Teams engaged (where applicable)<br/><b>Target:</b> TBD</li> </ul> </li> </ul> | 15.1. Stakeholder working group (internal and external) established for content development and vetting<br>15.2. Printable paper-based navigation guide developed and promoted<br>15.3. Paper-based guide printed and distributed   | ●         | ●    |      |      |

| ACTIONS   | PERFORMANCE MEASURES  | DELIVERABLES   | TIMELINES |      |      |      |
|---|---|--|-----------|------|------|------|
|   |   |  | 2024      | 2025 | 2026 | 2027 |
| 16. Help connect subsidized housing wait list applicants, including seniors, to available programs and resources while they wait for housing  | <ul style="list-style-type: none"> <li># of pilot workshop sessions<br/><b>Target:</b> 5+ workshop sessions</li> <li># of eligible households on housing wait list notified of pilot sessions<br/><b>Target:</b> 1,000+ eligible households notified</li> </ul>   | 16.1. Methodology and work plan developed for piloting tools and/or processes to connect applicants to resources<br>16.2. Tracking tools developed to measure pilot process<br>16.3. Pilot implemented   | ●         |      |      |      |
| 17. Review Regional Low-Income Seniors and Persons with Disabilities Tax Relief program   | <ul style="list-style-type: none"> <li>Review and assessment complete<br/><b>Target:</b> Analysis completed</li> <li>Recommendations offered<br/><b>Target:</b> TBD based on analysis and financial implications</li> </ul>   | 17.1. Jurisdictional review of Ontario municipalities<br>17.2. Identification of scope for improvement<br>17.3. Assessment of financial implications for program options   | ●         |      |      |      |
| 18. Incorporate a seniors lens to support development and implementation of the proposed York Region 2024 to 2027 Plan for Newcomer Inclusion | <ul style="list-style-type: none"> <li># of seniors serving organizations that participate in collective planning<br/><b>Target:</b> TBD</li> </ul>   | 18.1. Collective action planning will include community organizations whose clients include newcomer seniors   | ●         | ●    | ●    |      |
| 19. Expand broadband infrastructure in York Region to enable access to high-speed internet in underserved communities                         | <ul style="list-style-type: none"> <li>YorkNet’s electronic newsletter Connecting Digital Communities shared with seniors organizations to provide updates on construction and the project expansion<br/><b>Target:</b> Bi-annual newsletter and relevant communications shared with seniors organizations</li> <li>Seniors organizations serving clients in communities where active construction is taking place share YorkNet communications<br/><b>Target:</b> TBD</li> </ul> | 19.1. Connect with underserved communities and residents to provide timely and relevant updates about the dark fibre network expansion<br>19.2. Engage in communities where active construction is taking place to provide updates on project status using a variety of communications methods | ●         | ●    | ●    | ●    |
| 20. Promote and collaborate with organizations that provide digital access/technology and technology training for seniors                     | <ul style="list-style-type: none"> <li>Jurisdictional scan completed<br/><b>Target:</b> Scan completed</li> <li># of technology groups identified and explored<br/><b>Target:</b> TBD</li> <li># of technology focused programs and agencies engaged<br/><b>Target:</b> TBD</li> </ul>  | 20.1. Conduct jurisdictional scan to identify initiatives locally to nationally<br>20.2. Connect with organizations that provide technology assistance<br>20.3. Promote relevant programs/organizations to seniors<br>20.4. Include technology section in navigation guide                     | ●         |      |      |      |
| 21. Advocate for Provincial investments to sustain, scale and spread programs and supports that enhance seniors access to digital technology  | <ul style="list-style-type: none"> <li>Seniors Cluster Table and clients engaged<br/><b>Target:</b> 1 engagement held annually</li> <li>Human Services Planning Board engaged<br/><b>Target:</b> 1 engagement held</li> <li># of Council endorsed submissions and advocacy<br/><b>Target:</b> TBD</li> </ul>  | 21.1. Jurisdictional scan and research of advocacy agendas for other municipalities, community partners and sector associations<br>21.2. Advocacy Toolkit created  | ●         | ●    | ●    | ●    |

## Priority Area 4: Improving Coordination, Organization and Planning of Services for Seniors

Objective: Collaborate on and support strategic improvements for the overall system supporting seniors

| ACTIONS   | PERFORMANCE MEASURES  | DELIVERABLES   | TIMELINES |      |      |      |
|---|---|--|-----------|------|------|------|
|   |   |  | 2024      | 2025 | 2026 | 2027 |
| 22. Implement the York Region Integrated Response for Vulnerable Seniors Network (VSN)  | <ul style="list-style-type: none"> <li># of general referrals of seniors and pre-seniors (50 years and over) served<br/><b>Target:</b> increased # of general referrals served annually</li> <li>From a harm reduction perspective, % of clients whose crises have stabilized/ addressed as a result of VSN intervention<br/><b>Target:</b> 85% of clients crises stabilized/addressed annually</li> </ul>  | 22.1. Implement program<br>22.2. Develop reporting system<br>22.3. Deliver capacity building sessions with staff   | ●         |      |      |      |
| 23. Evaluate VSN and share learnings York Region wide   | <ul style="list-style-type: none"> <li># of recommendations explored for service improvements and impact<br/><b>Target:</b> 2 service improvements and impact explored annually</li> <li>% of practices updated or enhanced<br/><b>Target:</b> 10% of practices enhanced annually</li> </ul>  | 23.1. Complete report on VSN evaluation and share learnings for continuous improvement<br>23.2. Develop knowledge transfer and exchange opportunities<br>23.3. Explore options for scaling pilot   | ●         | ●    |      |      |
| 24. Develop tools and products that allow sector stakeholders access to current evidence and data on York Region seniors to inform program planning | For Deliverables 24.1 to 24.4:<br><ul style="list-style-type: none"> <li>Census profiles and online maps reflect socio-economic and demographic information on York Region Seniors<br/><b>Target:</b> 1 Census Profile and 1 online map completed</li> <li>% of products developed that meet specific information needs of Seniors Cluster Table and stakeholders<br/><b>Target:</b> TBD based on consultation results</li> </ul> For Deliverable 24.5:<br><ul style="list-style-type: none"> <li>Community organizations engaged on toolkit<br/><b>Target:</b> Toolkit to 20+ organizations</li> <li>Users' assessment of toolkit<br/><b>Target:</b> Assessment Completed</li> </ul> | 24.1. Develop a comprehensive socio-economic, demographic profile of seniors (65 and over) in York Region based on 2021 Census data<br>24.2. Develop an online map with data of York Region Seniors based on 2021 Census data<br>24.3. Develop additional research & data products based on 2021 Census data to meet specific information needs of Seniors Cluster Table and seniors serving stakeholders<br>24.4. Complete stakeholder assessment of products created<br>24.5. Distribute and evaluate York Region Seniors Target Groups Toolkit with partner organizations | ●         | ●    | ●    | ●    |
| 25. Provide education and training opportunities to long-term care home staff and community partners in York Region serving seniors and caregivers  | <ul style="list-style-type: none"> <li># of staff in long-term care homes and community organizations receiving York Region Psychogeriatric Resource Consultants (PRC) consultation, coaching, and training<br/><b>Target:</b> increased # of staff received York Region PRC support annually</li> <li># of staff reporting enhanced understanding and ability to support people with dementia and mental health needs through York Region PRC consultation, coaching and training<br/><b>Target:</b> increased # of staff received York Region PRC support annually</li> </ul>   | 25.1. Deliver capacity building opportunities in Long-Term Care Homes and Ministry of Health funded community organizations across the Region through York Region Psychogeriatric Resource Consultants (PRC)<br>25.2. Provide education and training within York Region programs through York Region Psychogeriatric Resource Consultants  | ●         | ●    | ●    | ●    |
| 26. Strengthen and modernize the way we work with and deliver services to seniors in the Region's two Long-Term Care Homes and Adult Day Programs   | <ul style="list-style-type: none"> <li>% of York Region long-term care residents (Newmarket and Maple Health Centres) whose overall rating of the home is either good or better (Long-Term Care Resident Survey)<br/><b>Target:</b> overall rating of the home is either good or better annually</li> <li>ADP annual evaluations<br/><b>Target:</b> Over 80% Caregiver and Client satisfaction reported in ADP annually</li> <li>PRC annual evaluations<br/><b>Target:</b> Over 80% of staff report applying new knowledge received through PRCs annually</li> </ul>  | 26.1. Achieve reaccreditation (2027) from an Accreditation body<br>26.2. Exploration of emotion-focused care models  |           | ●    | ●    | ●    |
| 27. Advocate to the Province to establish a service system manager for seniors programs and services  | <ul style="list-style-type: none"> <li>Seniors Cluster Table and clients engaged<br/><b>Target:</b> 1 engagement held annually</li> <li>Human Services Planning Board engaged<br/><b>Target:</b> 1 engagement held</li> <li># of Council endorsed submissions and advocacy<br/><b>Target:</b> TBD</li> </ul>  | 27.1. Jurisdictional scan and research of advocacy agendas for other municipalities, community partners and sector associations<br>27.2. Advocacy Toolkit created  | ●         | ●    | ●    | ●    |