

**OLDER ADULT TASK FORCE – NOVEMBER 29, 2021**

**COMMUNICATIONS**

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**Distributed November 29, 2021**

		<b><u>Item</u></b>
C1.	Presentation material entitled: “ <i>Technology, Access and Support for Seniors (TASS) – Developing Age Friendly Communities and Role of Technology</i> ”	4
C2.	Presentation material entitled: “ <i>The Ontario Age-Friendly Communities Outreach Program</i> ”	4

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**Please note there may be further Communications.**

# **Technology, Access and Support for Seniors (TASS)**

Communication : C 1  
Older Adult Task Force  
November 29, 2021  
Agenda Item # 4

## **Developing Age Friendly Communities and Role of Technology**

**Presented to Older Adult Task Force, City of Vaughan**

By Noor Din, CEO, Human Endeavour

With support from Seniors Cluster Table (York Region and United Way Greater Toronto),  
Judy Coultres-MacLeod | Senior Policy Analyst, Seniors Strategy, York Region

[www.humanendeavour.org](http://www.humanendeavour.org) (a charitable organization)

[noor.din@humanendeavour.org](mailto:noor.din@humanendeavour.org) cell: 416-726-3252

November 29, 2021

# TASS – Technology, Access and Support for Seniors

- TASS offers **senior-friendly** and **customized technology, access** and **support** to seniors and senior-serving organizations across Ontario
- Initially designed as an antidote to COVID to keep seniors connected, informed, active and healthy at Human Endeavour
- TASS quickly became a collaborative project with the help of Seniors Cluster Table, led by York Region and United Way Greater Toronto and supported by many non-profits
- Human Endeavour is the backbone technology and support organization

# Technology Challenges for Seniors and Senior-serving Sector

- Lack of digital literacy
- Affordability by seniors
- Migration of seniors to online environment
- Developing scalable and replicable model
- Cost effective
- Tight time frame

# TASS – Senior-Friendly Customized Solution

## Integrated & Simplified Technology

- Tablets (simplified, automated, pre-programmed)
- Internet (built in data, 12 Giga Byte/month)
- Safety & data control (blocked unsafe sites)
- Remote access and support

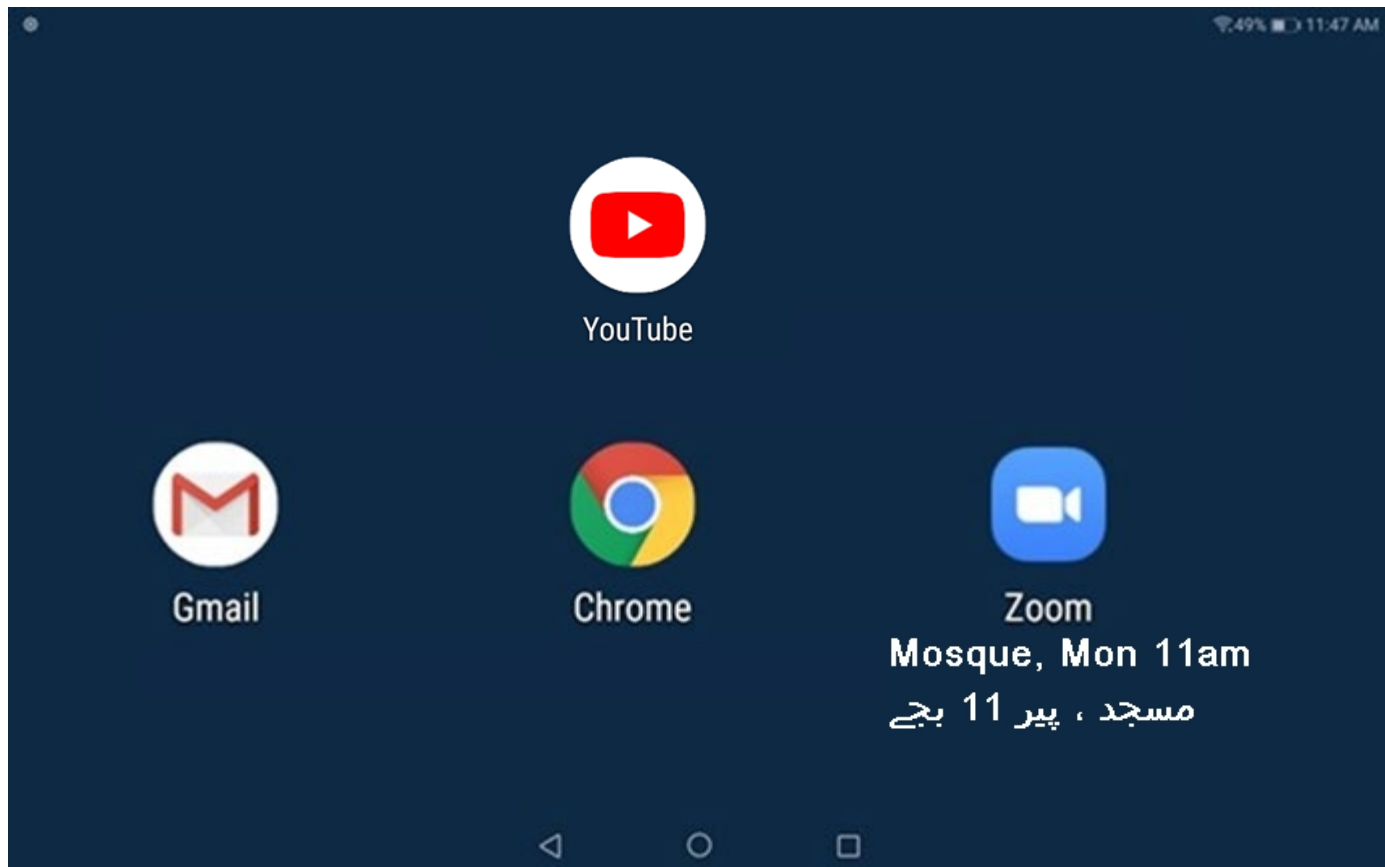
## Access

- Provided **free** tablets, data & technical support services

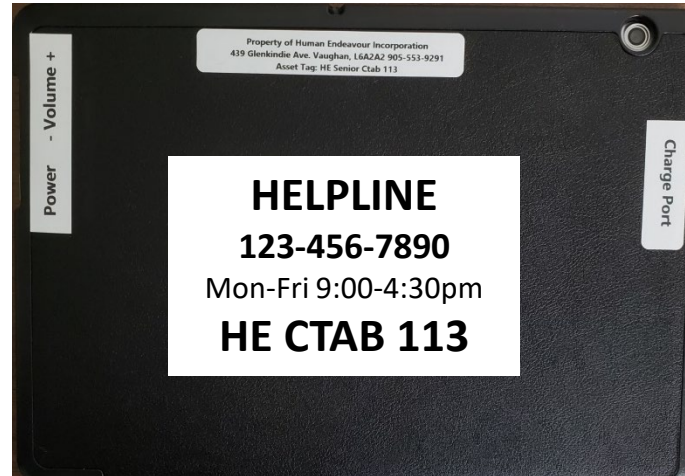
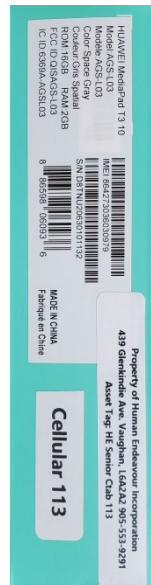
## Technical Support

- Multilingual Helpline for training, technical help, building confidence, and improving technology experience
- Simple graphical documentation

# Example: Main Screen



# Tablet Views



# Making a Broader Impact

- 640+ tablets, 30+ collaborating organizations
- Offering tech support to 850+ TASS seniors
- Offering monthly tech capacity-building workshops (4000+ seniors from 160+ organizations benefited)
- Helpline/Call centre handles 900-1000+ calls/interactions from Ontario



# Making a Broader Impact

- Designed **Accessible Tablets** for seniors who are blind/deaf
  - Ray's testimony: <https://youtu.be/JxmaQrKpnU8> 6:17 (min:sec)
  - Catherine's testimony: <https://youtu.be/ilzDrm3nmIY> 6:38 (min:sec)
- Designing tablets for seniors with early Alzheimer's and Dementia, Parkinson or Multiple Sclerosis
- Proposing a five year technology roadmap for seniors
- Setup Provincial Technology Advisory Committee
- York University is completing research on TASS, next are some findings

# Technology as a Social Determinant of Health

- 86% seniors agreed that TASS helped to maintain physical and emotional health
- 85% seniors agreed that TASS helped to maintain social connections
- 93% required initial training from the TASS helpline
- Without a TASS tablet, 67% seniors would not have joined online programs, 28% would have joined with difficulty, only 6% would have joined without any difficulty
- 75% seniors want in-person & online environment post-COVID
- Digital literacy and technology has significantly reduced several risks and barriers for seniors and organizations. e.g. COVID risk, transport, weather, cost, frailty etc.

# TASS Technology Road Map (2020-2025)

## Developed

1. TASS Project: Technology, Access and Support for Seniors
2. TASS Accessible Project: Technology for blind/deaf seniors
3. TASS Sector's Technical Capacity Building Project

## In development

1. TASS Technology for early Alzheimer's and Dementia, Multiple Sclerosis (MS), Parkinson's disease
2. TASS Technology for Long Term Care / Nursing Home Facilities

## Future development

1. TASS and non-TASS Devices Integration Project
2. TASS Technology for Monitoring/Managing Vital Signs and Chronic Diseases
3. TASS Technology to Build Smart Homes, Buildings, Communities, and Cities for Seniors

# Recommendations

City of Vaughan's Older Adult Strategy should:

- **Recognize** technology as a social determinant of health
- **Collaborate** to provide technology, access and support to vulnerable seniors to keep them safe, informed, active and healthy
- **Mandate** technology in future infrastructures to design age friendly communities
- All of the above will complement OATF's mandate: "to help seniors age actively, age in place, live safely, be engaged and enjoy good health." [https://www.vaughan.ca/council/task\\_forces/Pages/Older-Adult.aspx](https://www.vaughan.ca/council/task_forces/Pages/Older-Adult.aspx)

# Q & A

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Innovation in Health, Economic and Social Solutions

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# Appendix: A

**TASS Technology Road Map (2020-2025)**  
**Current and past Funders**

# TASS Technology Road Map (2020-2025)

- Based on our 15-year experience of working with diverse seniors, discussion with partner organizations, recent research, and learning from the pandemic, we are proposing the following technology roadmap:
- **TASS Project:** In-home senior-friendly technology, access and technical support
- **Focus:** *Keep seniors safe, connected, active and healthy during the pandemic*
- **Status:** Designed, implemented, and operating since May 2020-ongoing
- **TASS Accessible Project:** In-home accessible technology for blind/deaf seniors.
- **Focus:** *Enable blind/deaf seniors to be productive, engaged, and active in daily life activities*
- **Status:** Designed, implemented, and Active. 2021-ongoing
- **TASS Technical Capacity Building Project:**
- **Focus:** *Build capacity of organizations, management, and front-line staff on the use of technology during the pandemic. Provide one-on-one technical support to organizations.*
- **Status:** Designed, implemented, and operating. 2020-ongoing
- **Integrate TASS and non-TASS Devices Project:**
- **Focus:** *Provide technical support to seniors and organizations not using TASS technology/tablets*
- **Status:** TBD

# TASS Technology Road Map (2020-2025)

- **TASS Technology for early Alzheimer's and Dementia, Multiple Sclerosis (MS), Parkinson's disease**
- **Focus:** *In-home technology, auto-monitoring of Activities of Daily Living (ADL), assisting in ADLs (e.g., reminders), and continuously generating health and wellbeing status for caregivers/service providers*
- **Status:** In development. Design and Implementation in mid-2022
  
- **TASS Technology for Long Term Care / Nursing Home Facilities**
- **Focus:** *Auto-monitoring of various aspects of seniors' daily living and personal conditions to preserve the quality of life of frail seniors and help staff to provide efficient and timely care*
- **Status:** In development. Design and Implementation in late 2022-2023
  
- **TASS Technology for Monitoring of Vital Signs and Chronic Diseases**
- **Focus:** *In-Home (can be scaled for groups) to monitor chronic diseases and generate continuous health status indicators, generate necessary triggers for caregivers and/or paramedics to take immediate action to avoid hospitalization and extreme fluctuations in health*
- **Status:** TBD
  
- **TASS Technology to Build Smart Homes, Buildings, Communities, and Cities for Seniors**
- **Focus:** *The use of the Internet of Things (IoT), Artificial Intelligence (AI), and Machine Learning (ML) will set up an infrastructure in a smart city that can improve accessibility to a wide range of daily services for the seniors and ensure their independence as well as inclusion.*
- **Status:** TBD



# Funding for the Project

## Current:

- United Way Greater Toronto to develop solutions and collaborate with GTA organizations
- York Region to deliver solutions to local residents
- Spirit of Generosity Gala (City of Vaughan/Mayor of Vaughan)

## Past:

- Government of Canada, New Horizons for Seniors Program
- Government of Ontario
- United Way Greater Toronto
- York Region

# The Ontario Age-Friendly Communities Outreach Program

Communication : C 2  
Older Adult Task Force  
November 29, 2021  
Agenda Item # 4

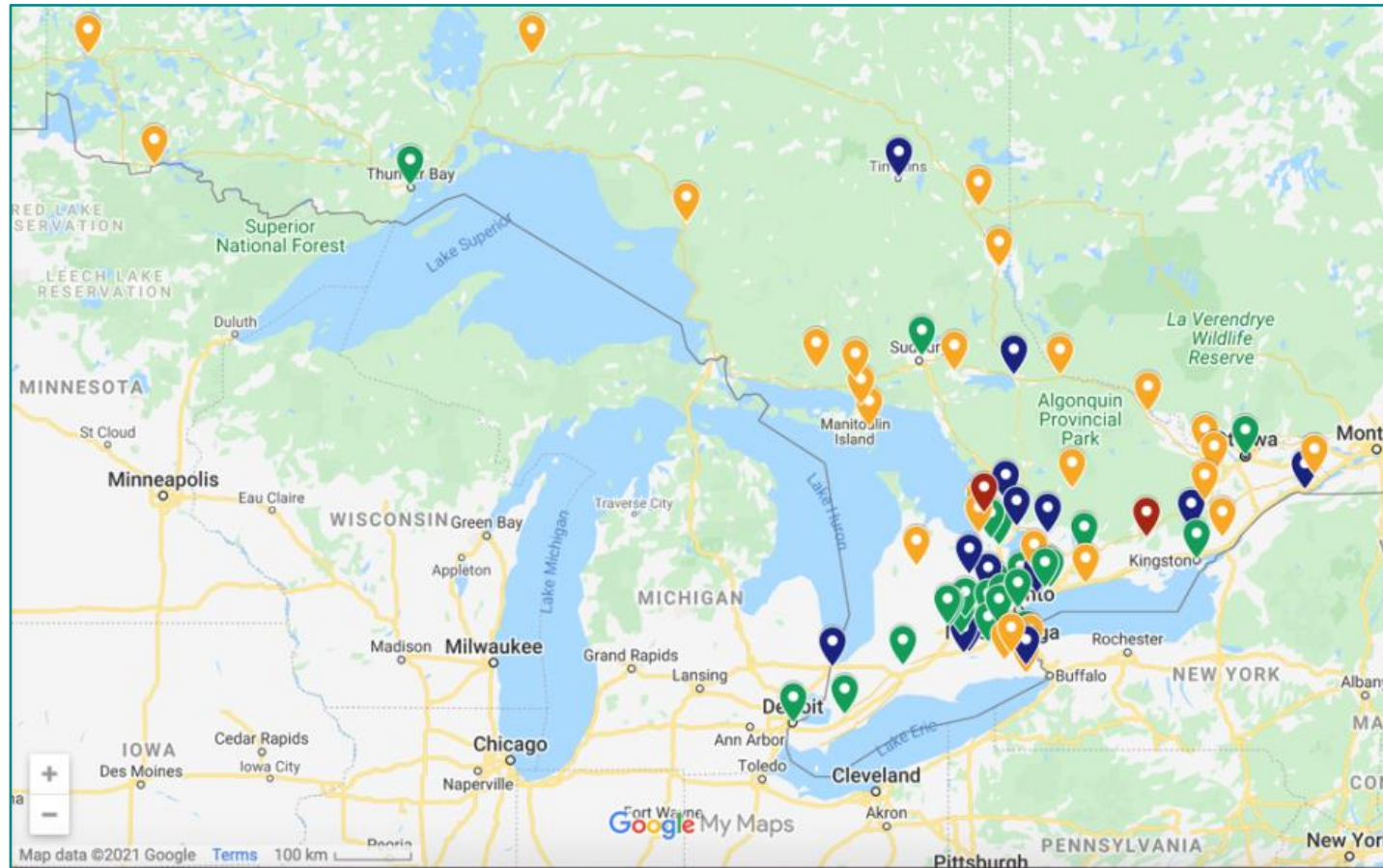
Lisa Brancaccio  
The Centre for Studies in Aging & Health at Providence Care



# Presentation Overview

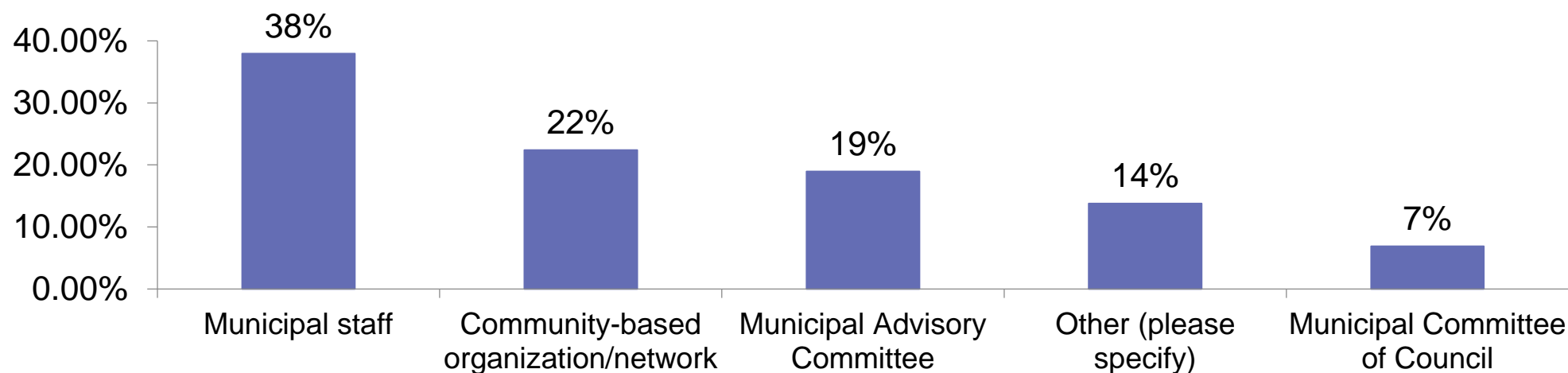
- Age-Friendly Community (AFC) Initiatives in Ontario
- The Ontario AFC Outreach Program
- Resources & Supports:
  - Ontario AFC Planning Guide
  - Website
  - Collaborative Networks
  - Annual Survey of AFC Initiatives
- FAQs: Recognition, Sustainability

# AFC Initiatives in Ontario



# Governance

Who leads your current AFC I[nitiative] planning/implementation?



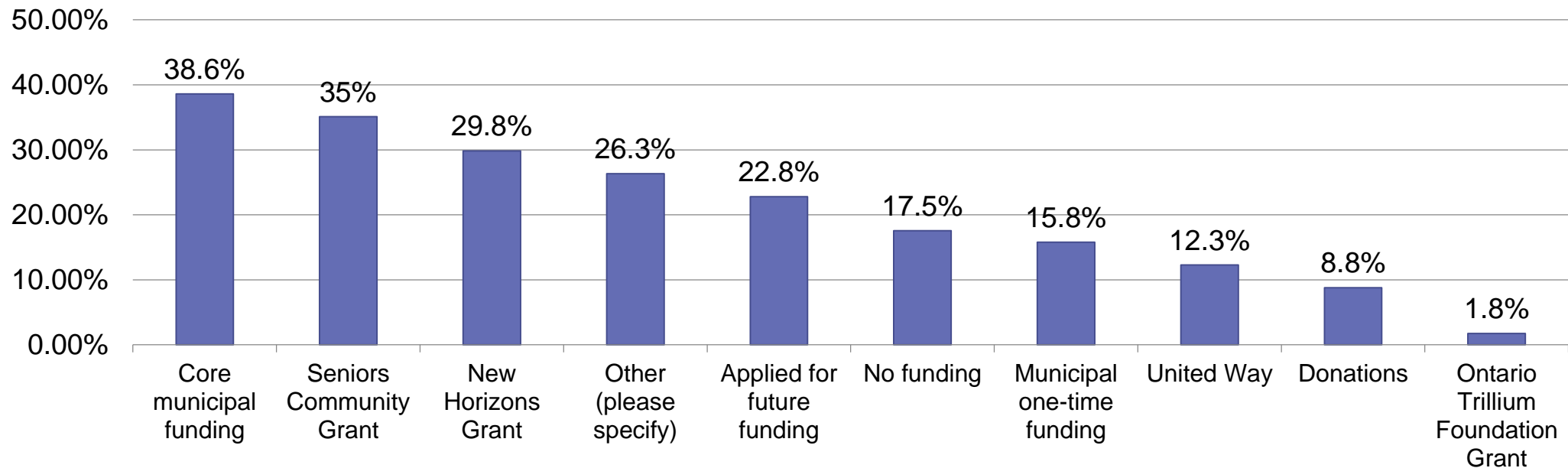
Other (14%):

- Combination of Municipal Advisory Committee and Municipal Staff (3)
- Collaboration with the City (2)
- Recreation Department (1)
- Public Health Unit (1)
- Non-profit organization (1)



# Funding

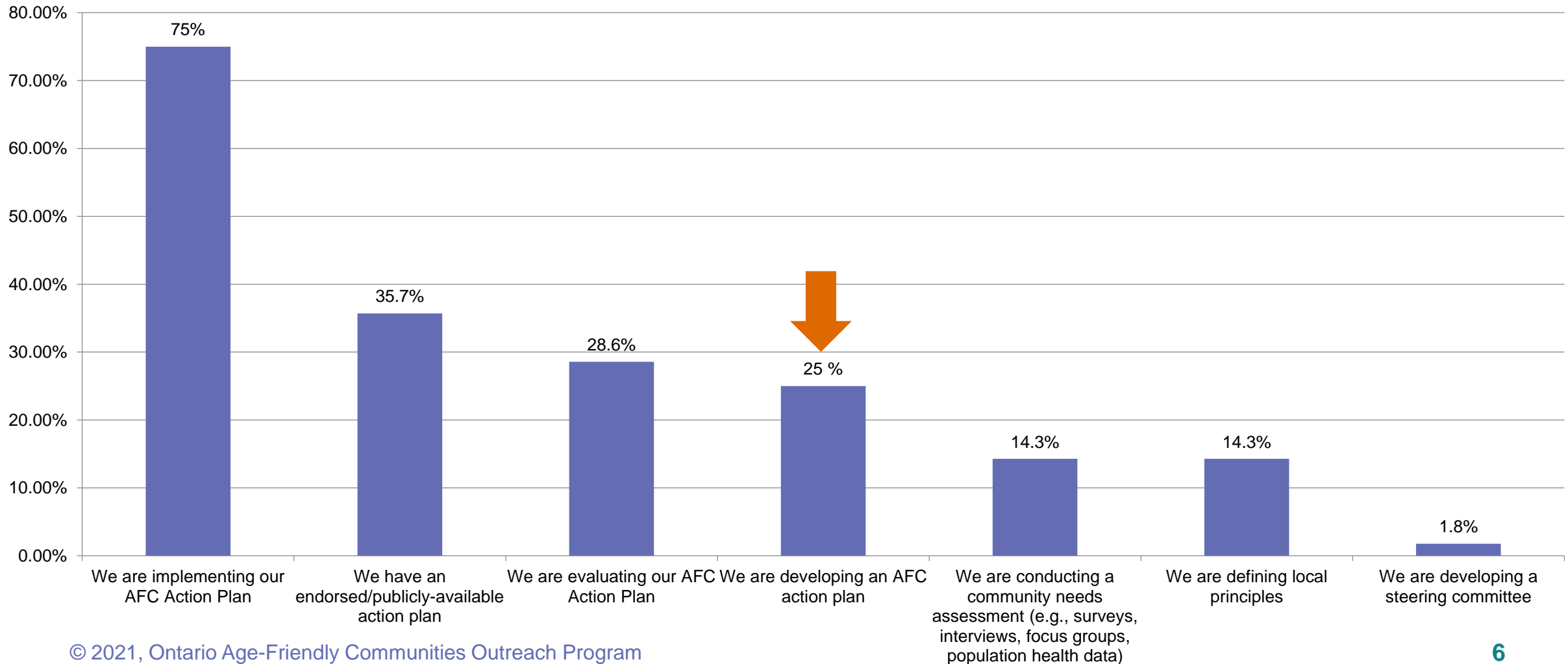
Please select all ... funding sources used for your AFC I[nitiative]  
planning/implementation in ... [2020].



- Other sources of funding included: ongoing municipal funding, academic grants, private foundations, advertising fees in the AFCL newsletter
- 45% of AFCIs had multiple sources of funding

# Current Activities

Please select the step[s] ... your community is currently addressing.



# Ontario AFC Outreach Program

- Established in 2015
- Managed by the [Centre for Studies in Aging and Health at Providence Care](#) in partnership with Queen's University
- Funded by the Government of Ontario through the [Ministry for Seniors and Accessibility](#)



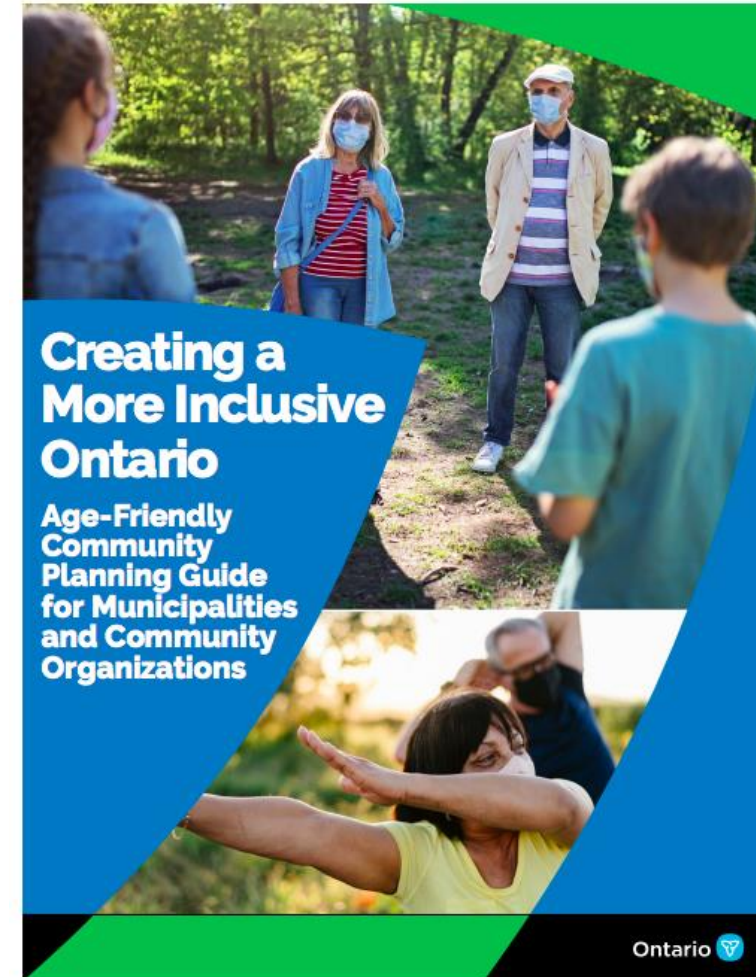
# Ontario AFC Outreach Program

- Provincial Knowledge Translation and Exchange program designed to support AFC development in Ontario
- Goals are to:
  1. **Strengthen community capacity** to implement, evaluate and sustain age-friendly activities
  2. **Increase collaboration** by connecting people, ideas and resources
  3. **Raise awareness** about AFC benefits, promising practices and planning principles

# Ontario's AFC Planning Guide

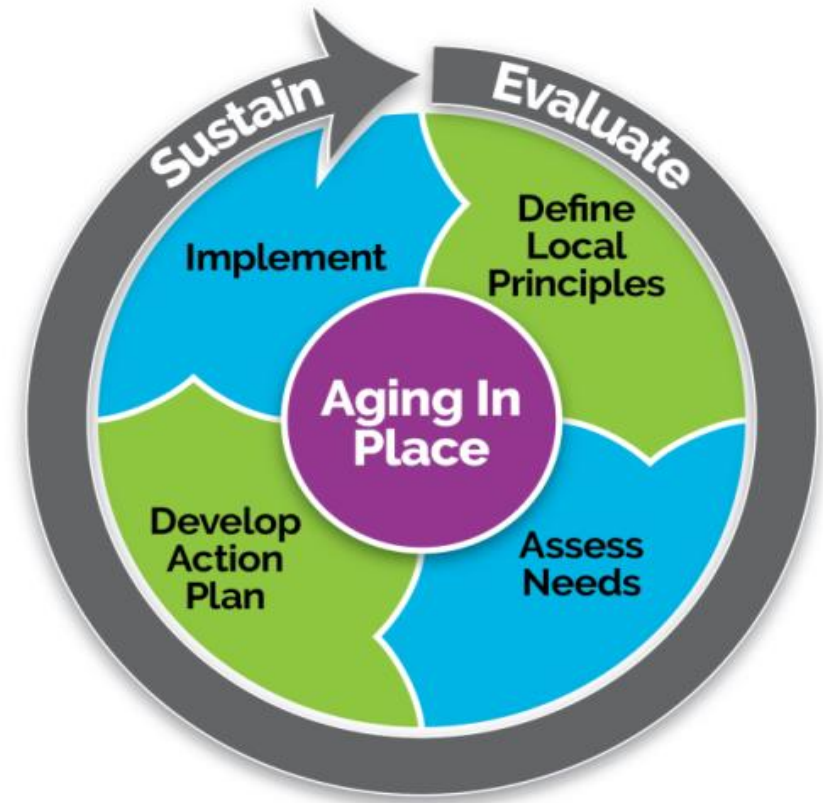
## Creating a More Inclusive Ontario: Age-Friendly Community Planning Guide for Municipalities and Community Organizations

- Diverse populations addendum
- AFC planning toolkit
- Virtual events planning resource



# Ontario's AFC Planning Guide

- 4 interconnected steps:
  - Define Local Principles
  - Assess Need
  - Develop Action Plan
  - Implement
- Evaluation as integral and ongoing activity throughout
- **12 AFC Planning Questions** help produce a detailed plan for implementing and evaluating Action Plans



Graph courtesy of *Creating a more inclusive Ontario: age-friendly community planning guide for municipalities and community organizations*.  
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# 12 AFC Planning Questions

<b>Step 1: Define Local Principles</b>	<ol style="list-style-type: none"> <li>1. Are the right voices at the table? (Governance)</li> <li>2. What is the vision for our work together? (Vision)</li> </ol>
<b>Step 2: Assess Needs</b>	<ol style="list-style-type: none"> <li>3. What are the underlying needs and assets in the community? (Needs and Assets)</li> </ol>
<b>Step 3: Develop an Action Plan</b>	<ol style="list-style-type: none"> <li>4. What are the short-term and long-term goals, target populations, and objectives? (Goals)</li> </ol>
	<ol style="list-style-type: none"> <li>5. What changes, interventions or programs should be used to reach your AFC goals and objectives? (Best Practice)</li> </ol>
	<ol style="list-style-type: none"> <li>6. What actions need to be taken so that the selected strategies “fit” the community context? (Fit)</li> </ol>
	<ol style="list-style-type: none"> <li>7. What organizational capacities, partnerships and resources are needed to implement the Action Plan? (Capacities)</li> </ol>
<b>Step 4: Implement and Evaluate</b>	<ol style="list-style-type: none"> <li>8. How will the Action Plan be implemented? (Plan and Implement)</li> </ol>
	<ol style="list-style-type: none"> <li>9. How will the implementation of the Action Plan be monitored? (Process Evaluation)</li> </ol>
	<ol style="list-style-type: none"> <li>10. How well did the Action Plan perform? (Outcome Evaluation)</li> </ol>
	<ol style="list-style-type: none"> <li>11. How can the quality of the Action Plan be improved over time? (Quality Improvement)</li> </ol>
	<ol style="list-style-type: none"> <li>12. If the Action Plan is successful, how will it be sustained and refreshed? (Sustain)</li> </ol>

Website: [www.agefriendlyontario.ca](http://www.agefriendlyontario.ca)



HOME HEALTH CARE RESEARCH & INNOVATION KNOWLEDGE EXCHANGE EDUCATION AFC PARTNERSHIPS ABOUT US

#### ONTARIO AFC OUTREACH PROGRAM

[What is an AFC?](#)

[Ontario AFC Planning Guide](#)

[AFCIs in Ontario](#)

[Interactive Maps](#)

[AFC Resources](#)

[AFC Knowledge Exchange](#)

[AFC Webinars](#)

[INITIATIVE DE SOUTIEN AUX  
COLLECTIVITES-AMIES DES AINES](#)



#### ABOUT THE ONTARIO AGE-FRIENDLY COMMUNITIES OUTREACH PROGRAM

The Government of Ontario funds the Ontario Age-Friendly Communities (AFC) Outreach Program through the Ministry for Seniors and Accessibility. The AFC Outreach Program is managed by the Centre for Studies in Aging and Health in partnership with Queen's University.

The AFC Outreach Program builds on and complements the *Ontario Age-Friendly Community Planning Guide*. The AFC Outreach Program aims to increase:

- awareness of age-friendly planning principles
- access to best-practice research and information
- connectivity between age-friendly community initiatives to enable the spread of promising practices and collective response to emerging gaps
- capacity of age-friendly community initiatives to plan, implement, evaluate and sustain their age-friendly activities

For any age-friendly questions, please contact the program Knowledge Broker, Lisa Brancaccio, by phone 1-844-276-5756 or email [brancaci@providencecare.ca](mailto:brancaci@providencecare.ca).

# AFC Resources

## AFC Resources

This page contains resources to inform age-friendly planning, implementation and evaluation.

[AGING](#)[AGE-FRIENDLY BUSINESSES](#)[AGE-FRIENDLY COMMUNITIES](#)[AGING RESEARCH CENTRES IN ONTARIO](#)[CIVIC PARTICIPATION & EMPLOYMENT](#)[COMMUNICATION & INFORMATION](#)[COMMUNITY SUPPORT & HEALTH SERVICES](#)[DEMENTIA-FRIENDLY COMMUNITIES](#)[HOUSING](#)[LGBTQ2S+](#)

# AFC Resources

- [Global Age-friendly Cities: A Guide](#) (WHO)
- [Applying an Equity Lens in Age-friendly Communities Planning](#) (BC Healthy Communities)
- [UN Decade of Healthy Ageing](#) (WHO)
- [Impact of the COVID-19 pandemic on Canadian seniors](#) (Statistics Canada)
- [Building Connections: Promising Practices to Reduce Older Adult Social Isolation for Age-Friendly Community Initiatives](#) (Ontario AFC Outreach Program)



# Knowledge Exchange: Knowledge Broker

- Ask questions
- Get connected (to people, resources etc.)
- Consult
- Request presentations
- Update online profile
- Ask for a letter of support



# Knowledge Exchange: Monthly e-newsletter

- News stories
- Events
- Funding announcements
- Resources



Hello Lisa,

Our recent webinar, [Intergenerational Connections through the GrandPals Project: Insights, Discussion and Next Steps](#), discusses a successful intergenerational program, called [GrandPals](#), that connects middle school students with older adults for mutual learning, storytelling and friendship. GrandPals was first implemented in 2010 in Orangeville, Ontario with the support of the local age-friendly community initiative (AFCI) and has since been implemented in 55 classes at 9 elementary schools.

Intergenerational activities are an important age-friendly practice that have the potential to [reduce ageism, foster social inclusion](#) and enhance community vitality. AFCIs have been identified as a key partner to strengthen the impact of GrandPals and enable its growth to more communities. To view the webinar and learn how to get involved with GrandPals, [click here](#).

Kind regards,  
Lisa

—  
Lisa Brancaccio  
Age-Friendly Communities Knowledge Broker  
[brancacl@providencecare.ca](mailto:brancacl@providencecare.ca)

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## Upcoming Events

**November 17, 2021**

Canadian Centre for Activity and Aging: [An Exercise Boost to Brain Health and Cognition](#)

# Knowledge Exchange: Collaborative Networks

- Regional Age-Friendly Networks
  - Connect with other AFC Initiatives in your region
  - Bi-monthly virtual meetings
  - Northern, Eastern, Central, Southwestern
- Age-Friendly Businesses Working Group
- Community of Interest on Social Isolation and Loneliness



# Webinars

## ■ AFC Webinar Series

### PAST AFC WEBINARS

#### AFC Webinar – Intergenerational Connections through the GrandPals Project: Insights, Discussion and Next Steps

This webinar will provide an introduction to intergenerational programming, share key learnings from a program called GrandPals and outline the connections with age friendly action plans. GrandPals is a successful, intergenerational program that started in 2010. It connects middle school students with older adults (55+) enabling learning, storytelling and meaningful friendships.

October 27, 2021 @ 12:00 pm - 1:00 pm

#### AFC Webinar – Age-friendly Peterborough Health and Housing Navigation Study

In 2019, Age-friendly Peterborough (AFP) began a project to consolidate many community service directories and identify all health services and housing options available to older residents who live in the city and county of Peterborough and Curve Lake and Hiawatha First Nations.

September 15, 2021 @ 12:00 pm - 1:00 pm

#### AFC Webinar – Building Connections: Promising Practices to Reduce Older Adult Social Isolation for Age-Friendly Community Initiatives

The Ontario Age-Friendly Communities Outreach Program has developed Building Connections: Promising Practices to Reduce Older Adult Social Isolation for Age-Friendly Community Initiatives to provide age-friendly community initiatives (AFCIs) with an evidence-based outline for creating or adapting community programs to increase social participation and mitigate social isolation and/or loneliness in older adults.

April 14, 2021 @ 12:00 pm

#### AFC Webinar – Rural age-friendly communities in the 2020s: Insights from Trent University

A series of projects led by Elizabeth McCrillis and conducted by the Rural Aging Research Team at Trent University examines rural age-friendly initiatives and the factors that may help or hinder their sustainability.

October 28, 2020 @ 12:00 pm - 1:00 pm

#### AFC Webinar – No Place Like Home(Share): Insights from an Intergenerational Homesharing Program in Toronto

Dr. Raza Mirza shares insights from the implementation, research and evaluation, as well as ideas and solutions for scaling up projects based on the Toronto model to other areas of the province and country.

September 30, 2020 @ 12:00 pm - 1:00 pm

#### AFC Webinar – Rainbow Steps to LGBT2SQ Seniors

Devan Nambiar and Kristin Loates discuss aging in the LGBT2SQ communities and how service providers can deliver more inclusive and supportive programming. The impact of minority stress, challenges of growing up in an era when it was criminal to be LGBT2SQ, stigma, discrimination and isolation, as well as strengths such as resilience and identity are explained.

June 24, 2020 @ 12:00 pm - 1:00 pm

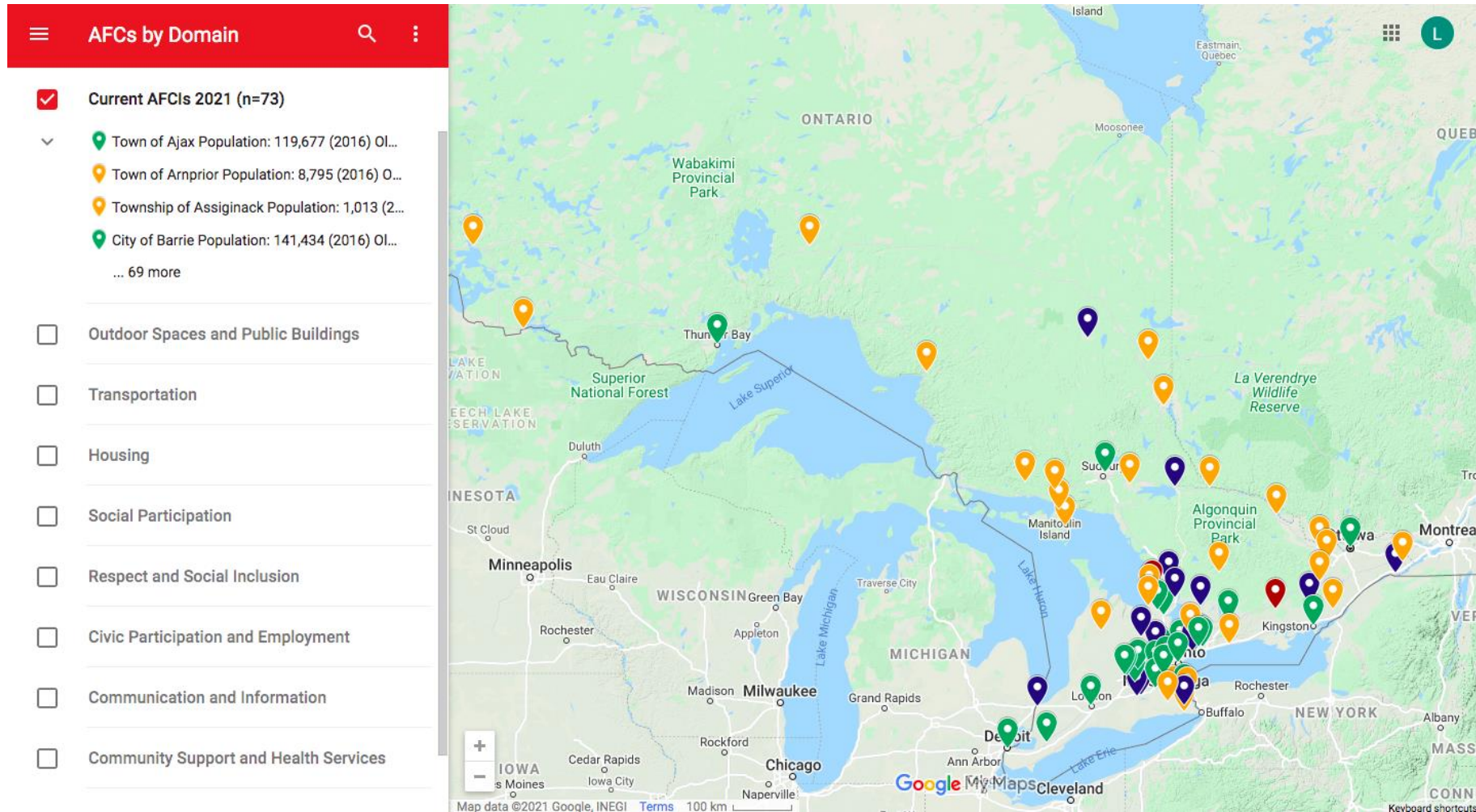
#### AFC Webinar – Connectedness, Purpose, and Belonging: Role of Social Prescribing in Integrating Health Care and Social Supports

Sonia Hsuing describes how social prescribing is an intentional pathway that deepens the integration between health care and social supports, how it relates to your work, and how we can build a more connected, co-created, equitable, and resilient community together.

April 29, 2020 @ 12:00 pm - 1:00 pm

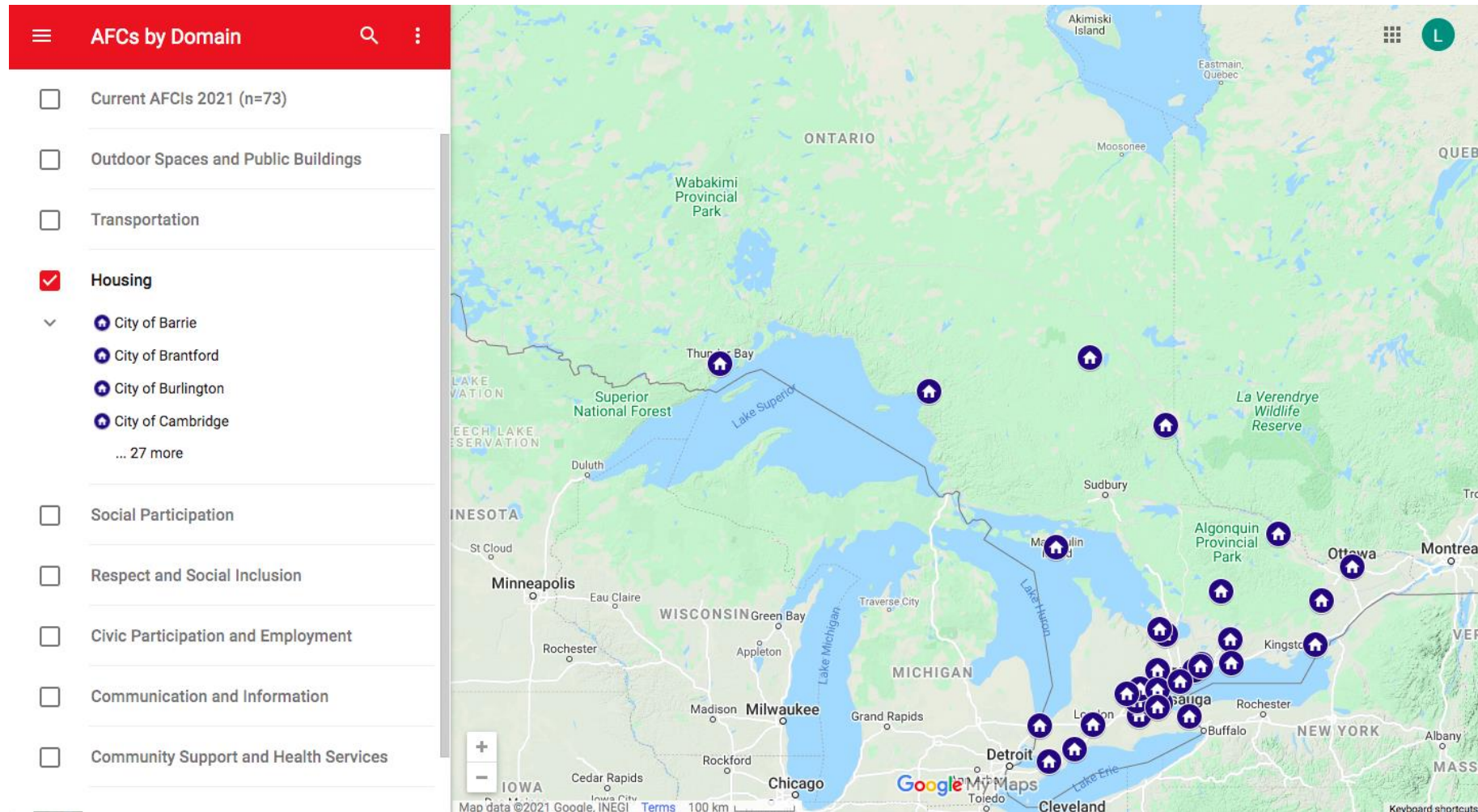
#### AFC Webinar – Older Adults, Physical Distancing & Social Isolation During the COVID-19 Pandemic – What can Communities do NOW?

# Interactive Maps





# Interactive Maps



# Interactive Maps

**City of Thunder Bay**

name  
City of Thunder Bay

description  
Age-Friendly GIANTS Housing Castle event

<https://sagelink.ca/age-friendly-community-north-thunder-bay/>

Details from Google Maps

Thunder Bay, ON  
[www.thunderbay.ca](http://www.thunderbay.ca)

[View in Google Maps](#)

10 photos from Google Maps

Map data ©2021 Google, INEGI

# Age-Friendly Community Profile



## Thunder Bay, City of

AFC Communities - North, Age-Friendly Communities, Age-Friendly Communities Outreach

### COMMUNITY PROFILE

**Name of Committee:** Age-Friendly Thunder Bay

**Population:** 107,909

**Contact:**

- Website: [www.agefriendlythunderbay.ca](http://www.agefriendlythunderbay.ca)
- Email: [agefriendlythunderbay@outlook.com](mailto:agefriendlythunderbay@outlook.com) or Bonnie Kryswaty (Age-Friendly Coordinator) [bonniekryswaty@gmail.com](mailto:bonniekryswaty@gmail.com)

**Funding:**

- Municipal annual core funding since 2018
- Sponsorship from local business for annual Age Friendly Senior Award
- Recipient of various government project funding programs
- Donations from various individuals for specific initiatives

*This profile was updated December 2020.*

### AGE-FRIENDLY PROGRAM DESCRIPTION



### CURRENT AND COMPLETED AFC PROJECTS, PROGRAMS AND INITIATIVES



### COMMUNITY DOCUMENTS



# Annual Provincial Survey

- Monitor and evaluate AFCL implementation, sustainability, enablers, challenges, and outcomes
  - Results over time, regional, provincial, size
- Get feedback and inform the Outreach Program's ongoing activities and supports offered
- Report findings and key takeaways to stakeholders, including MSAA partners



# Annual Provincial Survey

## Benefits for AFCIs:

- Gain an understanding of the AFC movement in the province
- Consider other strategies to sustain your work
- Learn about other leadership, governance and funding structures
- Reported enablers and benefits can be used in messaging to municipality, grant applications, local businesses, community members etc.
- Add to local evaluation process

# Survey Findings: Outreach Program Supports

In 2020, how useful have the following Ontario AFC Outreach Program supports been to your work?

Table 1: Outreach Program Survey of Age-Friendly Community Initiatives in Ontario (2021)

Answer Choices	Useful + Very Useful (%)
Monthly AFC e-newsletter	91
AFC Webinars	88
AFC Knowledge Broker	87
Regional AFC network meetings	87
Ontario AFC Website	84
Online profiles of AFCIs	79
AFC interactive maps*	50

\*newest resource

# Survey Findings: Outreach Program Supports

“We have used **The AFC website, online profiles of other [age-friendly] communities, and the interactive maps** to conduct environmental scans for various planning activities. These resources are invaluable!”

“**Online profiles** of other age-friendly communities has been useful for networking, and gaining new ideas with similar sized municipalities to help build steps moving forward.”

“At our **regional network meetings** we share information on the development and implementation of [age-friendly] plans as well as successful programs or services that are offered. We borrow ideas from each other and implement them . . .”

“I have found the AFC **knowledge broker** to be very instrumental in connecting me directly to others within the province who may have worked through a problem or issue before we have, enabling us to get experiential advice and learning from another community addressing the same concerns . . .”

“The benefits of [the] **AFC Outreach [Program]** include things that are not easily measured like encouragement, feeling of belonging and knowing that we are all at different stages and that is OK.”

– AFC Initiative Leads, Outreach Program Survey of Age-Friendly Community Initiatives in Ontario (2020, 2021)

# FAQ: Recognition

- Ontario's Network of Age-Friendly Community Initiatives
- Public Health Agency of Canada's Pan-Canadian AFC Recognition Framework
- The World Health Organization Global Network for Age-Friendly Cities and Communities

# FAQ: Sustainability

- Community champions
- Partnerships
- Strategic alignment
- Dedicated staff time/person
- Funding
- Evaluation
- Inclusivity of diverse populations
- Ontario AFC Outreach Program

# Questions? Get in touch!

**Lisa Brancaccio**

Knowledge Broker

The Centre for Studies in Aging and Health at Providence Care

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- Phone: 1-844-276-5756
- Website: [www.agefriendlyontario.ca](http://www.agefriendlyontario.ca)