



# TOWNSHIP OF LEEDS AND THE THOUSAND ISLANDS



## Age-Friendly Action Plan



## Age-Friendly Action Plan

Spring 2018

### PREPARED FOR:

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## Message from the Mayor

The Township of Leeds and the Thousand Islands (TLTI) endeavours to be a place that can be classified as age-friendly by ensuring that the needs of its seniors are met. Within TLTI, there is an active senior population as demonstrated in growing organizations such as Lansdowne Senior's Club, Furnace Falls Seniors Group, Seeley's Bay Seniors Club and Pickleballers. The Township has successfully developed and fostered these relationships and has success in developing new programs that directly meet the needs of this portion of our population.

Beginning in 2016, the Township assessed itself against the criteria of the World Health Organization's (WHO's) eight community dimensions for being age-friendly. As part of this process, the Township established an Age-Friendly Committee; hosted its first Seniors Expo, developed local guiding principles, and completed an inventory of community dimensions that included recommendations for improvements. These outcomes became the cornerstone of the action plan for 2017 and includes strategies to address gaps, action plans with specific goals, and timelines for implementation. The results of this key document will help inform local and Council priorities for development within the Township. As such, it is expected that resources will be allocated to begin implementation.

Residents of all ages will quickly see the benefits as Council and staff initiate and build on community dimensions that have been targeted for improvement. Moreover, neighbouring communities will benefit as results are shared beyond municipal borders, and shared services will be more readily identified and promoted.

This is *our guide*. Its success depends on strong leadership and buy-in from our various community partners. Together we can fulfill the vision for an age-friendly Township.

Finally, I would like to acknowledge the support of all Council and volunteers who have spearheaded this work.



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Joe Baptista, Mayor



## **From the Age-Friendly Committee**

We are pleased to put forward an Age-Friendly Community Action Plan for people of all age groups in our Township.

The plan was created based on the contributions of residents who gave their input through community surveys and discussion groups. Our Council will take the lead role in making TLTI an age-friendly municipality, but other entities must, out of necessity, play major roles. Our recommendations are based on this reality.

We have taken costs seriously, acknowledging that the Township can not and should not pay for everything, and will require multiyear budgeting for some initiatives.

In a Township where we have so many seniors it is important to see a Plan like this being developed. Our Committee acknowledges and thanks the leadership provided by Council, TLTI staff members and many others.

Age-Friendly Committee



## **Acknowledgements**

This document was prepared for current and future residents of the Township of Leeds and the Thousand Islands.

We would like to extend our thanks and gratitude to the residents of the Township for their support, interest, and contributions to making the Township of Leeds and the Thousand Islands an Age-Friendly Community. We would also like to thank the members of the age-friendly committee and each of the age-friendly service providers who attended the Seniors Expo. We would further like to thank the Mayor, Council and various staff members who have been imperative to this process in providing advice and guidance.

Members of the Leeds and the Thousand Islands Age-Friendly Committee:

- Bruce Corbett
- Cheryl Handa-Peters
- Donna Dempsey
- Elwood Rollins
- Joyce Fleming
- Judy Horton
- Kay Webster
- Laurie Lindop
- Tara Mendez



## Introduction

The world is currently in the midst of a significant shift in its demographic makeup with the proportion of individuals over 60 years of age growing faster than any other age group<sup>1</sup>. By 2050 it is estimated that over 1 in 5 people around the world will be 60 years of age or older. In Canada, it was recently estimated that the number of persons aged 65 years or older now exceeds the number of children under the age of 14<sup>2</sup>. Knowing this, it is essential to be proactive in preparation for changes needed regarding structures, services, and amenities to ensure that older adults can continue to enjoy healthy and active lives.

The numbers are not the only aspect that is changing as older people are living longer, being more active and continue to seek opportunities to be involved within their communities. Launched in 2006, the World Health Organization's (WHO's) initiative has helped to draw attention to seniors and to what can be done at the community level to improve older adults' quality of life. Accessible physical environments, ample social opportunities, and increased community services can all help support an aging population.

The Township of Leeds and the Thousand Islands recognizes that it is becoming increasingly important for communities to do their part in addressing the needs and challenges facing older adults. Currently the Township is home to a growing population of 3,080 adults over the age of 60, accounting for more than 30% of the population. With many older adults calling the Township of Leeds and the Thousand Islands home, it is important to acknowledge the unique challenges rural communities face in accommodating aging populations. The Township is taking steps to ensure for plans and initiatives that address the specific needs of older residents, support inter-generational connections, and continue to plan for healthy, active communities that are welcoming to all ages.

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<sup>1</sup> World Health Organization (WHO), 2002. Active Aging: A Policy Framework

<sup>2</sup> Statistics Canada

To respond proactively to the needs of this demographic, the Township of Leeds and the Thousand Islands has created the Leeds and the Thousand Islands Age-Friendly Action Plan which sets out specific actions and recommendations that can be taken to ensure that the Township's age-friendly goals are met.

To start, in 2016, the Township retained MMM Group Limited, a WSP company, to assist with the preparation of an Inventory of Age-Friendly Community Dimensions. This project was funded by the Government of Ontario. The Leeds and the Thousand Islands Inventory of Age-Friendly Community Dimensions provides insight into the Township's current age-friendly practices and opportunities for improvement, as well as goals and directions for its age-friendly future. Utilizing the Inventory, the Township worked directly with the residents to identify age-friendly features already in place and features that the community identified as needing improvement. The Leeds and the Thousand Islands Age-Friendly Action Plan has combined all the information gathered from the community to form the strategies and actions that are essential to establishing Leeds and the Thousand Islands Township as an Age-Friendly Community.

Projects and initiatives are already underway which will make the Township of Leeds and the Thousand Islands more age-friendly – and with this action plan, there are many more to come.





## **What is an Age-Friendly Community?**

At its core, an Age-Friendly Community is one that ensures aging residents at all levels of ability are supported, respected, and encouraged to participate in community life. Creating an Age-Friendly Community will contribute to improved quality of life for all citizens.

As the world's population grows older, the WHO has stressed the importance of building age-friendly cities and promotes active aging in communities. Active aging refers to the capacity for people to continue to participate fully in their communities at all stages of life and is influenced by economic, social, and physical factors.

Recognizing the breadth of these issues, the WHO established the Age-Friendly Cities Initiative in 2006, which encourages municipalities to enhance their services, structures, programs and built environments for older populations. More specifically, the WHO identifies Age-Friendly Community as one which:

- recognizes the wide range of capacities and resources among older people;
- anticipates and responds flexibly to aging-related needs and preferences;
- respects their decisions and lifestyle choices;
- protects those who are most vulnerable; and,
- promotes their inclusion in and contribution to all areas of community life

While some aspects of age-friendly planning can be specific such as the provision of housing for seniors, Age-Friendly Communities provide benefits to all residents and addresses the full span of life. For example, policies implemented to make sidewalks and curb-cuts more accessible benefit not only seniors but also young parents pushing strollers and individuals with a mobility disability who are under the age of 60. The concept that Age-Friendly Communities should work for people who are eight or eighty establishes safe, accessible, and accommodating environments. Considering community assets through an age-friendly lens will allow for informed decision-making regarding all aspects of the community, including land development, transportation planning, parks and open space, and social services, ensuring that community investments are implemented as needed.

## Age-Friendly Dimensions

As Age-Friendly Communities are considered one of the most effective policy responses to support the changing demographics, WHO launched the Global Age-Friendly Cities Framework. The framework identifies eight topics of Age-Friendly Communities which are being used as the basis for developing strategies, influencing policy and aiding communities in becoming more age-friendly. These elements are illustrated in Figure 1 and summarized in Table 1.

The Township of Leeds and the Thousand Islands has used the dimensions created by the WHO to guide the development of strategies and actions that will help create a more Age-Friendly Community.



*Figure 1: Eight Dimensions of an Age-Friendly Community*

*Table 1: Summary of Age-Friendly Community Dimensions*



### **Outdoor Spaces and Buildings**

The condition, quality and design of the physical environment including parks, sidewalks and buildings, have a significant influence on the mobility, independence and quality of life of aging residents.



### **Transportation**

As people age, there is a tendency to rely more on public transportation. The availability of accessible transportation options aids in the ability of aging residents to participate in the community and increases access to community and health services.



### **Housing**

Appropriate housing structure, location, design and a wide variety of available housing choices can have a significant impact on the independence of aging residents. Appropriate housing can allow people to age in place comfortably within the community.



### **Social Participation**

The ability and opportunity to actively participate in social, cultural and recreational pursuits has a positive influence on the physical and mental well-being of aging residents.



### **Communication & Information**

Access to and the wide distribution of clear, relevant information is essential for aging residents to be able to maintain strong social ties and community connections.



### **Respect & Social Inclusion**

Aging residents should continue to be respected for their roles and contributions to the community. The provision of outreach to aging residents and opportunities to participate in community life can help to mitigate isolation.



### **Civic Participation & Employment**

Aging residents offer a variety of skills, knowledge and experiences that can provide benefits to the community. Aging residents should be able to contribute to their communities through paid and unpaid employment for as long as they would like to or are able to do so.



### **Community Supports & Health Services**

In order for aging residents to successfully age in place, the community should offer sufficient good quality and accessible healthcare and community programs and services. Doing this will allow residents in the community to receive appropriate care.

## Local Context

The Township of Leeds and the Thousand Islands (TLTI), was incorporated in 2001; an amalgamation of the Township of Escott, the Township of Front of Leeds and Lansdowne, and Township of Rear of Leeds and Lansdowne. TLTI is situated in the County of Leeds and Grenville, adjacent to the City of Kingston.



TLTI's mandate includes planning for the built environment (policy development/ requirements), provision of leisure services and provision of infrastructure.

Council adopted its Community Strategic Plan in 2015. The vision is to be a friendly and historic rural community surrounded in natural beauty where the economy, nature and people flourish together.

*Figure 2: Map of Leeds and the Thousand Islands*

Recognizing the current economic circumstances, social trends regarding aging in place, the Township's ideal location as a place to live and its aging population, the Township has recently increased capacity to be proactive in community development initiatives that support an aging population.

The current Township demographics demonstrate that the population of Leeds and the Thousand Islands is growing older. The total population for the Leeds and the Thousand Islands Census subdivision 2016 Census Population was 9,465 with people aged 55 years or over living in the Township making up roughly 42% of the total population.

As a result of natural demographic shifts and migration, the Township's population is also slightly older than the national average: 23% of the population is aged 65 or over, compared to the 16.9% Canada-wide. The average age for Leeds and the Thousand Islands is 46.1 compared to the national average of 41.0 years.

## Community Demographics

Looking back at last three collected census data (2016, 2011 and 2006), the age group 65 years and over is the only age group that is continually increasing in population whereas both 0 to 14 years and 15 to 64 years of age have decreased. This is demonstrated in the tables below.

*Table 2: Leeds and the Thousand Islands - Age Distributions, 2006 to 2016*

Age Groups	Years	Population	Population (percentage)
0 to 14 years	2006	1,560	16.5
	2011	1,360	14.7
	2016	1,325	14.0
15 to 64 years	2006	6,395	67.8
	2011	6,190	66.7
	2016	5,965	63.0
65 years and over	2006	1,475	15.6
	2011	1,730	18.7
	2016	2,175	23.0

*Table 3: Leeds and the Thousand Islands – Age distributions by age groups and sex, 2016 Census*

Age groups	Both Sexes	Males	Females
0 to 14	14.0%	14.4%	13.7 %
15 to 64	63.0 %	62.4 %	63.5 %
65 and over	23.0 %	23.2 %	22.8 %



This growing cohort has specific needs that must be met to ensure that they can continue to fully engage and participate in all that this Township has to offer. The needs of older adults within the Township of Leeds and the Thousand Islands will change as they age, making it vital to consult with, and plan for, this Township now and in the future. The Township of Leeds and the Thousand Islands aims to enhance existing amenities and services while exploring opportunities to increase supports for older residents. The Leeds and the Thousand Islands Age-Friendly Action Plan will provide the community with tools and strategies essential to achieving its age-friendly goals.



## Plan Process Summary

This action plan stems from the work initiated in 2015. Developing the Age-Friendly Action Plan involved the following:

<b>DEC 2015</b>	GRANT RECEIVED
<b>DEC 2015</b>	ENGAGED CONSULTANT / MMM RETAINED
<b>MAR 2016</b>	FACILITATED SESSION & CREATED VISION STATEMENT
<b>MAY 2016</b>	ASSESSMENT OF PUBLIC SPACES & SITE VISIT
<b>MAY 2016</b>	SURVEY DEVELOPED & RELEASED
<b>JUN 2016</b>	FIRST ANNUAL SENIORS EXPO
<b>NOV 2016</b>	INVENTORY OF AGE-FRIENDLY COMMUNITY DIMENSIONS REPORT FINALIZED
<b>DEC 2016</b>	PRESENTATION OF INVENTORY REPORT TO COUNCIL
<b>JUN 2017</b>	SECOND ANNUAL SENIORS EXPO
<b>JUL 2017</b>	DEVELOPED APPROACH TO ACTION PLAN
<b>JUL 2017</b>	AGE-FRIENDLY COMMITTEE MEETING TO OBTAIN FEEDBACK
<b>AUG 2017</b>	ACTION PLAN REVIEW PROCESS
<b>DEC 2017</b>	AGE-FRIENDLY ACTION PLAN FINALIZED
<b>SPRING 2018</b>	PRESENTATION TO COUNCIL & ADOPTION OF ACTION PLAN

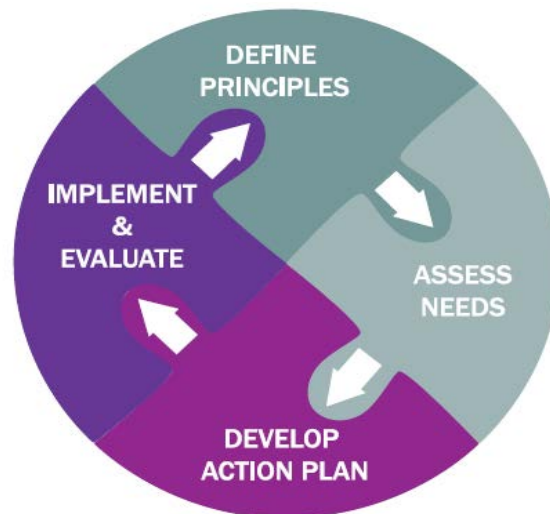
The development of the Township of Leeds and the Thousand Islands Inventory of Age-Friendly Community Dimensions and the Age-Friendly Action Plan followed the process developed by the Ontario Seniors' Secretariat (OSS), entitled *Finding the Right Fit: Age-Friendly Community Planning*. The full process involves four steps in two phases, as described below and illustrated in Figure 3.

### PHASE 1

- Step 1 – Define Local Age-Friendly Principles
- Step 2 – Assess Community Needs

### PHASE 2

- Step 3 – Develop an Action Plan
- Step 4 – Implement/Evaluate the Action Plan



*Figure 3: Ontario Seniors' Secretariat Age-Friendly Planning Process*



In completing this Action Plan, the Township of Leeds and the Thousand Islands undertook Phase 2 – that is, the two last steps – of the OSS process. The process included the following steps:

#### Background Research & Community Engagement

- Review and analyze the Age-Friendly Inventory developed in 2016
- Identify and classify action items and opportunities in the eight dimensions
- Hold a dotmocracy community consultation at the Seniors Expo to receive feedback from the perspective of the community about priority action items

#### Draft the Age-Friendly Action Plan

- Develop an overall vision, guiding principles, and goals for the Plan
- Identify strategies and actions to address community needs that were identified in the Age-Friendly Inventory and at the Seniors Expo
- Share and gather input with age-friendly committee and key stakeholders

#### Complete the Age-Friendly Action Plan

- Share the draft Action Plan with the age-friendly committee and greater community
- Revise and finalize the Action Plan with Municipal staff
- Present the Leeds and a Thousand Islands Age-Friendly Action Plan to Council

## Public Engagement Activities

The following page provides a summary of the public engagement activities that were held to aid the development of the Action Plan. More detailed information about the public engagement results can be found in Appendix I and II.

### Seniors Expo

A Seniors Expo was held in June 2017. Participants were encouraged to take part in a dotmocracy activity. The dotmocracy activity provided the opportunity to gather information about what older people in the community consider a priority in terms of action items to make the Township more age-friendly.

### Age-Friendly Committee

To capture more personalized experiences held by older residents of the Township, a committee was created. The committee included residents over the age of 55 from different villages within the Township as well as local healthcare and service providers. The wide range of participants ensured a diverse perspective on aging. Together the committee met to discuss the vision and goals for the age-friendly action plan. Additionally, the objective of the committee was also to give feedback on potential action items within the draft age-friendly action plan.

Through the public engagement activities, local residents helped to provide a greater understanding of what age-friendly initiatives are currently established in the Township as well as where the opportunities for improvement are. The feedback, opinions, ideas, and comments of local residents have directly influenced the content of this plan. The strategies and actions contained in the Age-Friendly Action Plan are based on the results/priorities from the public engagement activities and input from the age-friendly committee.



## Vision and Guiding Principles

The Leeds and the Thousand Islands Age-Friendly Action Plan is guided by a vision statement and goals. A vision statement describes an ideal state or purpose which a community can work together to achieve. It is an important element of age-friendly planning, as it identifies community priorities and helps set the overall direction for the Age-Friendly Action Plan. The feedback that was obtained from the age-friendly committee resulted in the following age-friendly vision for the Township:

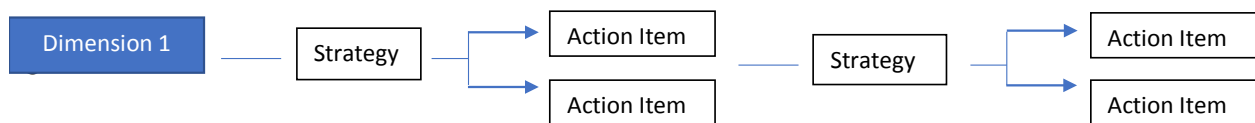
The Township of Leeds and the Thousand Islands is working towards becoming an Age-Friendly Community where individuals have access to a good quality of life, are empowered to attain fulfilment in all aspects of life, and where the needs of all ages are respected.

The following goals were developed to guide the development of the Action Plan and to assist with the implementation of the plan:

1. Identify opportunities to improve existing age-friendly services
2. Promote acceptance of the diverse needs and abilities of Township residents
3. Include residents of all ages and backgrounds in age-friendly initiatives
4. Remove economic barriers to accessing age-friendly activities and services
5. Ensure equality of all villages/areas of the Township in providing age-friendly services
6. Develop innovative approaches to meeting age-friendly needs, especially in housing and transportation
7. Explore opportunities to use technology to improve access to age-friendly initiatives
8. Foster communication, coordination and cooperation among residents, governments, and community partners
9. Promote education and awareness of the importance of planning for age-friendly communities

## Action Plan Structure & Chart Guide

The Leeds and the Thousand Islands Age-Friendly Action Plan has been structured according to the eight dimensions of Age-Friendly Communities (as identified by the WHO). Each dimension is a separate section in the Plan. For each section, the dimension is defined and current practices applicable to that dimension are listed below. Furthermore, a series of strategies are identified for each dimension. For each strategy identified a set of proposed action items, with lead partners and general timelines for implementation have been identified. In total the Township of Leeds and the Thousand Islands identified 42 strategies across the eight core dimensions developed by the WHO and 120 accompanying action items.



*Figure 4: Action Plan Layout & Outline*

The identified strategies are the statements that capture an identified goal for the dimension in which it is listed. Proposed action items list the required actions needed to accomplish the strategy. Lead & Key Partner identifies the Township department or community partner responsible for the completion of the action item. Time Frame identifies the anticipated time the action item will take to accomplish according to the priority level of the action item. Measure identifies the means of measuring and monitoring the action item allowing the Township to evaluate the success of the implementation of each action item. A detailed description of the layout follows.



## **Roles**

A list of used acronyms for all the roles identified is provided in Appendix III.

## **Lead**

A Township lead department, and where applicable community partners have been identified for each action item. The lead identified is responsible for leading the completion of the action item. The lead department will be responsible for managing, initiating the implementation, and overseeing the completion of the action item. In many cases, a single department will be responsible for a number of actions at a given time.

## **Key Partners**

For many action items, community partners have been identified who will help in realizing the action item. This is particularly important where the related tasks and responsibilities do not fall under the authority of the Township or where the Township is unable to successfully implement the strategy independently. Key partners are identified with the purpose of having the Township advocate and encourage the completion of the identified action. In many cases, the Township can provide support or a secondary role and will encourage the completion of the action item for community partners.

## **Age-Friendly Committee**

The age-friendly committee, played an essential role in the development of this plan as they provided continual advice throughout the process, gave insight on what items were considered a priority, as well as approved the development of specific actions for each strategy. The age-friendly committee is anticipated to play an advisory role to staff and Council.

## Time Frame

The Township cannot initiate the implementation of all strategies and action items at once, therefore levels of priority were established so the necessary scheduling and budgeting of Township resources can be managed. Residents of the Township were asked to rank each action item and assign the item a priority level. As a living document, it is expected that some of the strategies and action items may be scheduled sooner or later depending on opportunities, constraints and budget in the Township over time.

The following four levels were established:

SHORT TERM (2018)	These action items received the highest scores in the prioritization process and were viewed as being the most pressing and easiest to achieve in the Township. Most short-term items require minimal external stakeholder involvement.
MEDIUM TERM (2019-2020)	These action items scored the second highest priority. While they represent important issues, they are viewed as having less urgency than short-term items.
LONG TERM (2020-2022)	These action items reflect areas that are viewed as very important to the residents however they are more costly or complicated to implement and require further planning. Most long-term action items include multiple external stakeholders.
ONGOING	Action items identified as ongoing are in some cases already underway, will aim to become regular activities, or require ongoing support within the Township in order to be successful.

## **Next Steps: Implementation**

The Age-Friendly Action Plan provides strategies and actions that respond to current and anticipated needs of the older population in the Township. The Age-Friendly Action Plan is intended to act as a guide for addressing challenges and preparing to meet the evolving needs of the aging population.

Implementation of the Age-Friendly Action Plan is the next step and will be the ultimate measurement of success of the plan. Fostering relationships and working together with community partners, municipal partners, volunteers and residents will ensure that collaboratively the needs of the Townships growing older adult population will continue to be taken into account. Multiple departments may each play a role in implementing the Action Plan with the Department of Parks, Recreation and Culture taking a leadership role. In some cases, partnerships with United Counties of Leeds and Grenville (UCLG) or others may be required to achieve the action items. This Plan represents a starting point to continue building an Age-Friendly Community.

Many initiatives have already started and are being incorporated into new and existing municipal master plans. Programs that are in early development are being approached and revised with an age-friendly lens. Full implementation of the actions in the Plan will require continuous collaborative efforts throughout the process to ensure the successful implementation.

As a starting point, this plan identifies potential departments, partners, and measures of success. The timelines included in this document are intended as a guide for the lead department (s) and all partners are welcome and encouraged to improve their programs and services to be more age-friendly sooner.

Implementation of the Age-Friendly Action Plan will require the following:

- The age-friendly committee continue to meet on a quarterly basis to advise and support community involvement
- The Department of Parks, Recreation and Culture will continue to take the lead in overseeing the plan and is prepared to take on a leadership role and management of the implementation phase





## **Monitor Plan**

Progress towards the goals of this plan will be measured on a bi-annual basis with the assistance of the age-friendly committee. Within this plan, there are 120 identified actions; each with a corresponding metric/goal. Success is determined by the completion of tasks which will be measured against each of these indicators. Achievements and progress will be communicated with community partners and residents.

Action items are expected to be completed within three to five years. This will complete the four phase age-friendly planning cycle at which point we will begin the process again with an inventory of community dimension and re-evaluation of TLTI's goals and vision statement to becoming more age friendly.

This document will be updated and maintained on a regular basis.

## **Age-Friendly Designation**

The Township intends to apply to the World Health Organization (WHO) for the 'Age-Friendly Community' designation and the Pan-Canadian Recognition which acknowledges the Township of Leeds and a Thousand Islands' commitment to addressing the needs of the growing older adult population. The Age-Friendly Action Plan is a challenge for everyone in the Township to think differently about aging. Working together we can make the Township a more age-friendly place to live.

Community members who are interested in contributing to Plan implementation are invited to visit the Township website or contact Kim Goodman at [kgoodman@townshipleeds.on.ca](mailto:kgoodman@townshipleeds.on.ca) to learn about opportunities.



## **Action Recommendation Charts**



# 1. OUTDOOR SPACES & BUILDINGS

In an Age-Friendly Community, the condition, quality, and design of the physical environment including parks, sidewalks, and buildings, have a significant influence on the mobility, independence, and quality of life of aging residents. A natural and built environment that is designed to help people get around easily, safely and is accessible to all residents encourages active healthy living and opportunities for social interaction and inclusion.

## Current Practices

- There are numerous outdoor spaces that are considered clean, pleasant, and safe, including parks, streets, and waterfront areas
- The on-going implementation of streetscaping that includes curb “bump outs” at corners and high-quality sidewalk surfaces
- Streetscaping of public rest areas has started incorporating age-friendly features such as benches, bike racks, landscaping, wayfinding, and garbage cans
- Several businesses provide age-friendly amenities such as fully accessible entrances, lower counters, and outdoor seating
- There are several accessible walking routes including the Thousand Islands Parkway and the Vita Parcours Fitness Trail



## **STRATEGIES**

1. Install and upgrade Township infrastructure

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2. Improve winter maintenance of pedestrian walkways

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3. Enhance public seating areas

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4. Improve accessibility and pathways for mobility devices

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5. Increase accessibility of buildings

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6. Increase accessibility of washrooms

<b>1.0 OUTDOOR SPACES &amp; BUILDINGS</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
<b>1.1 Install and upgrade Township infrastructure</b>	a. Install and upgrade sidewalks to accommodate walkers and motorized scooters	Operations		2019-2022	Increase in # of accessible sidewalks and roadways	Transportation Master Plan/Active Transportation Plan
	b. Install and upgrade benches to be more age-friendly	Operations	SLPC, CLPP, CRCA, TINP	2019-2020	Increase # of additional benches installed in identified areas	
	c. Install and upgrade street lighting and consider programs such as LAS's and LED program	Operations		2019-2020	Increase in # of km of lit paths, streets, and priority areas	
	d. Add curb cuts to sidewalks or paved paths	Operations	UCLG	2019-2022	Improve # curb cut-outs	Transportation Master Plan/Active Transportation Plan
	e. Improve landscape maintenance to keep paths and entrances to buildings accessible	Operations		2018	Increase in # of maintained paths and entrances to buildings	

<b>1.0 OUTDOOR SPACES &amp; BUILDINGS</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
	f. Explore opportunities for installing push button entrances	Operations		2018	Increase in # of additional automatic door openers	
	g. Encourage external stakeholders and Township to meet AODA (Accessibility for Ontarians with Disabilities Act) requirements	All Departments		On-going	Provide AODA requirements to external stakeholders and provide support	Accessibility for Ontarians with Disabilities Act
<b>1.2 Improve winter maintenance of pedestrian walkways</b>	a. Review sidewalk snow removal practices and implement improvements where feasible	Operations	UCLG	2018-2019	Changes to improve operations implemented	Transportation Master Plan/Active Transportation Plan
	b. Create and implement snow angel registry to assist seniors with snow removal	Operations	VIG & CPHC	2019-2020	Support provided to CPHC for development of program	



<b>1.0 OUTDOOR SPACES &amp; BUILDINGS</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
<b>1.3 Enhance and add public seating areas</b>	a. Consider a bench dedication program by creating an easy and accessible program for donors to dedicate benches and other features in parks, along trails and sidewalks (e.g. make tables wheelchair accessible)	Operations	VIG	2021-2022	Creation of a bench dedication program and # of benches installed	Facilities Master Plan/Park Plans
<b>1.4 Improve accessibility and pathways for mobility devices</b>	a. Establish an inventory of inconsistent connections (trails & sidewalks) or impediments to accessibility (trees, electrical poles, newspaper boxes) and incorporate items into plans improvement	Operations		2018-2019	Review physical connections between destinations and accessibility schedule is implemented as infrastructure improvements are made	Transportation Master Plan/Active Transportation Plan

## 1.0 OUTDOOR SPACES & BUILDINGS

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
	b. Identify priority locations where elements (e.g. ramps, signage) should be added into existing parks and public and private spaces	Operations	UCLG, CRCA, SLPC, TINP, CLPP	2019-2020	List of priority locations	Transportation Master Plan/Active Transportation Plan
	c. Incorporate accessibility criteria into streetscape improvement plans to improve conditions for all pedestrians with mobility challenges by ensuring adequate width, obstacle removal, consistent pavement surfaces and signage	Operations	UCLG	2019-2022	Inclusion of Age-Friendly/ Accessibility requirements incorporated into	Transportation Master Plan/Active Transportation Plan
	d. Review current sidewalk standards to anticipate the increasing use of motorized mobility scooters, and ensure sidewalks are safe	Operations	UCLG	2019-2022	Updated sidewalks standards in transportation plan	Transportation Master Plan/Active Transportation Plan

<b>1.0 OUTDOOR SPACES &amp; BUILDINGS</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
<b>1.5 Improve accessibility of buildings</b>	a. Provide legible signage, clear pathways and open connectivity between facilities and services	Operations		2018	Legible signage, clear pathways and improved connectivity is implemented	Facilities Master Plan
	b. Develop a prioritized list of buildings that need to increase their accessibility and schedule upgrades	Operations		2019-2020	Review accessibility of buildings and improvement schedule is implemented as facility improvements are made	Facilities Master Plan
	c. Create a "what makes your building accessible" document guideline to encourage local businesses to become more accessible	Economic Development		2018	Creation and distribution of document "what makes your building accessible"	Accessibility for Ontarians with Disabilities Act
	d. Recognise local businesses that meet accessibility standards with an age-friendly sign to place in their storefront	Economic Development		On-going	Creation of age-friendly logo and reaching out to businesses who meet standards	

<b>1.0 OUTDOOR SPACES &amp; BUILDINGS</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
	e. Explore opportunities for offering improvement grants to local businesses who wish to renovate their storefronts to meet accessibility standards	Economic Development		2019-2020	Research improvement grants and communicate information to service providers	Official Plan/Community Improvement Plan
<b>1.6 Increase accessibility of washrooms</b>	a. Review Township maps to highlight locations of public accessible washrooms	Operations/Economic Development		On-going	Creation of public amenities map	Facilities Master Plan, Park Plans
	b. Consider the feasibility of installing public accessible washrooms in popular areas	Operations	SLPC, TINP	2021-2022	Public has access to more washroom facilities	Facilities Master Plan, Park Plans



## 2. TRANSPORTATION

As people age, there is a tendency to rely more on public transportation. The availability of accessible transportation options aids in the ability of aging residents to participate in the community and increases access to community and health services.

### Current Practices

- Signage in the Township is generally visible and clear
- Some lower-cost transportation services are available within the Township, particularly for medical appointments. These include the Community and Primary Health Care (CPHC) Transportation Program and Wheels of Care



## **STRATEGIES**

1. Identify and implement accessible parking spaces

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2. Support the development of paved shoulders

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3. Develop and promote bike routes

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4. Consider the establishment of a local community shuttle service

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5. Provide local transportation options for the Township



## 2.0 TRANSPORTATION

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
<b>2.1 Identify and implement accessible parking spaces</b>	a. Conduct an accessible parking space gap analysis to determine where new and upgraded accessible parking spaces should be	Operations		2019-2020	Changes to improve accessible parking implemented	Transportation Master Plan/Active Transportation Plan
	b. Maintain, add, and increase visibility of accessible parking areas with appropriate signage and bathrooms	Operations	Township businesses, service providers & agencies	2019	Increase in # of accessible parking spaces with signage and bathrooms	Transportation Master Plan/Active Transportation Plan
	c. Define information needs that would help seniors find accessible parking spaces around the Township (maps)	Operations/Economic Development	Seniors Clubs, Service providers and agencies	2018	Directory, brochure, map or electronic information of transit and parking options directed to older adults available and distributed	Transportation Master Plan/Active Transportation Plan

<b>2.0 TRANSPORTATION</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
	d. Explore a trial program at a community centre within the Township that designates two age-friendly parking spots	Operations		2019-2020	Creation of age-friendly parking spots	Transportation Master Plan/Active Transportation Plan
<b>2.2 Support the development of paved shoulders</b>	a. Explore ways to support the development of paved shoulders to make transportation, walking and mobility easier for older adults	Operations/ Economic Development	UCLG	2021-2022	Procedural review of current services	Transportation Master Plan/Active Transportation Plan
<b>2.3 Develop and Promote Bike Routes</b>	a. Research best practices that are already in use in other age-friendly communities regarding the development of bicycling in rural communities	Operations/ Economic Development		2019-2020	Review of best practices completed	Transportation Master Plan/Active Transportation Plan Cycle Ontario, Ontario by Bike, Share the Road

<b>2.0 TRANSPORTATION</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
	b. Implement upgrades and expansion of bike lanes and incorporate lane improvements as part of future development projects	Operations/ Economic Development		2019-2022	Expansion of bike lanes and improvements included in the Transportation Master plan	Transportation Master Plan/Active Transportation Plan
	c. Consider bike-friendly initiatives to promote bicycling among older residents (e.g. explore rent-a-bike programs)	Operations/ Economic Development		2021-2022	Pilot bike-friendly program established	Cycle Ontario, Ontario by Bike, Share the Road
<b>2.4 Consider the establishment of a local community shuttle service</b>	a. Explore options to implement an accessible community shuttle that runs from highly populated older areas to community destinations such as shops or retirement homes	Operations/ Economic Development	CPHC	2018-2019	"Community Bus" or additional routes for older adult specific trips established	Transportation Master Plan/Active Transportation Plan

<b>2.0 TRANSPORTATION</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
	b. Conduct community outreach and liaise with various groups to identify under-served areas and services including retirement homes	Operations/ CPHC	VIG & Senior Groups	2019-2020	Identification of # of under-served or serviced areas	
<b>2.5 Provide local transportation options for the Township</b>	a. Consider collaborating with a consulting company to research innovative rural transportation models that could be implemented	Operations/ Economic Development		2019	Hiring of a consulting company	Transportation Master Plan/Active Transportation Plan
	b. Promote and assist CPHC with their community ride share program	CPHC	Operations/Economic Development	2021-2022	Record # of older adults using CPHC ride share program	

## 2.0 TRANSPORTATION

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
	c. Explore funding and transportation options with local stakeholders, partners, and entrepreneurs (e.g. UBER, RideON or ZipCar)	Economic Development/Operation	CPHC	2018-2021	Review of services and transportation options	Transportation Master Plan/Active Transportation Plan



## 3. HOUSING

Appropriate housing structure, location, design, and a wide variety of available housing choices can have a significant impact on the independence of aging residents. It can allow people to age in place comfortably within the community and remain independent or access supports and care as their needs change.

### Current Practices

- Some seniors' housing is available in the Township, including the privately-operated Seeley's Bay Retirement Home and Fox Run by the River. Seniors' housing operated by the Social Housing Registry includes the Woodside Apartments in Lansdowne
- Additional Seniors' housing is available in Gananoque, including the privately operated Carveth Care Centre, and the non-profit Stocking Hill Apartments
- A variety of service providers offer home support services within the Township for tasks such as meal preparation, personal care, cleaning and yard work. These include the non-profit Community and Primary Health Care (CPHC) and a variety of private service providers based in Gananoque, Brockville and Kingston





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## **STRATEGIES**

1. Encourage and promote home modification options

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2. Encourage barrier free and accessibility improvements

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3. Increase assisted living and long-term care options

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4. Promote awareness about rental options

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5. Encourage and promote home care support options

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6. Support the development of more senior housing options

<b>3.0 HOUSING</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
<b>3.1 Encourage and promote home modification options</b>	a. Create inventory of contractors, developers, home maintenance and home care support providers in community that can provide universal design / barrier free services and improvements to reduce potential for injuries and maximize independence	Planning and Development/CPHC	Economic Development	2019-2020	Creation of inventory and number of users of the inventory	
	b. Review the zoning bylaw to ensure accessibility modifications to existing homes such as ramps, are not precluded by zoning regulations such as lot coverage and set backs	Planning and Development	Economic Development	2021-2022	Updated zoning bylaw	Official Plan

<b>3.0 HOUSING</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
	c. Share information and help seniors to apply for funding opportunities that support accessibility upgrades for residential properties	Planning and Development	Economic Development	2019-2020	Funding information available for older adults distributed and communicated	
<b>3.2 Encouraging barrier free and accessibility improvements</b>	a. Promote and help older adults apply for grants to make home modifications more affordable	CPHC	Planning and Development	Ongoing	Track # of participants in grant application workshops	
	b. Seek outside funding for increased home support services for seniors	CPHC	Planning and Development	Ongoing	Funding opportunities communicated	
<b>3.3 Increase assisted living and</b>	a. Investigate the feasibility of additional senior-oriented housing developments in the area	Planning and Development/Economic Development	UCLG	2021-2022	Review # of seniors' supporting housing units planned	Official Plan

<b>3.0 HOUSING</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
<b>long-term care options</b>	b. Support, enhance and raise awareness of local homecare programs focused on older adults	Operations/CPHC	SBMC, SLDMC	2021-2022	Increase in promotion of homecare programs	
<b>3.4 Promote awareness about rental options</b>	a. Support the development of a specialized older adults housing directory including social, affordable, market-based retirement living and supporting housing options	CPHC/Economic Development	UCLG	2019-2020	Support given to CPHC regarding the development of a housing directory	
<b>3.5 Encourage and promote home care support options</b>	a. Create a group purchasing program for home maintenance services – by purchasing home maintenance services (ex. snow removal or yard maintenance) as a group, services may become more affordable and available to residents	CPHC	TLTI, VIG & Senior Clubs	2019-2020	Support CPHC with the development of a group purchasing program	

<b>3.0 HOUSING</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
	b. Implement a home help directory including referral programs for housekeeping, home maintenance, respite care and snow removal	CPHC	Economic Development	2019-2020	Home help directory created	
<b>3.6 Support the development of more senior housing options</b>	a. Maintain a seniors housing directory that offers information including location, cost, amenities, current availability, and level of care	UCLG		2019-2020	Seniors housing directory created	
	b. Undertake a housing study to identify the future housing needs of TLTI's aging population	Planning and Development	Economic Development	2021-2022	Housing study completed	Official Plan
	c. Investigate variety of seniors appropriate housing models that exist in other communities and their best practices	Planning and Development	Economic Development	2021-2022	Best practices for seniors housing researched	Official Plan

### 3.0 HOUSING

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
	d. Explore options for working with external developers and consultants to create more housing for older adults	Planning and Development	Economic Development	2021-2022	External developers and consultants found and hired	Official Plan
	e. Work with municipal staff during Official Plan (OP) review process to raise awareness of senior housing needs with aim to include age-friendly land use and planning policies where relevant and feasible	Planning and Development	Economic Development/Operations	2018	OP includes age-friendly components	





## 4. SOCIAL PARTICIAPTION

The ability and opportunity to actively participate in social, cultural and recreational pursuits has a positive influence on the physical and mental well-being of aging residents.

### Current Practices

- Activities are frequently held at convenient times and in a variety of accessible locations
- Activities for older adults in the Township are affordable
- New features on the website such as larger fonts and online registration for social programming

## **STRATEGIES**

1. Increase the promotion of events using electronic and non-electronic sources

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2. Increase accessibility for social programming

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3. Provision of transportation to attend events

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4. Develop intergenerational opportunities in the Township

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5. Increase seniors based programming and events

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6. Support seniors based social programming already available in the Township

<b>4.0 SOCIAL PARTICIPATION</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
<b>4.1 Increase the promotion of events using electronic and non-electronic sources</b>	a. Develop and maintain partnerships with key stakeholders to deliver programs and services to older people	Operations/CPHC	VIG & Senior Clubs	2019-2020	Updated inventory of programs to become available	Community Recreation Guide
	b. Promote and fund a senior's activities flyer that highlights senior programs and services connecting all villages within the Township	Operations/Economic Development	VIG & Senior Clubs	2019	Distribution of senior's activities flyer	
<b>4.2 Increase accessibility for social programming</b>	a. Continue to provide and raise awareness of social programming with seniors needs in mind	Operation/CPHC		Ongoing	Increase # of age-friendly inclusive programs offered and participation thereof	Community Recreation Guide

## 4.0 SOCIAL PARTICIPATION

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
<b>4.3 Provision of transportation to attend social events</b>	a. Explore ways to provide accessible transportation to social events	Operations/CPHC	Economic Development Department	Ongoing	A bus or "Community Shuttle Bus" available for seniors to attend events	
<b>4.4 Develop intergenerational opportunities in the Township</b>	a. Consider working with the local schools within the Township to develop activities that bring together seniors and youth	Operations	Senior Clubs, TIES & SCES	2019-2020	Increase # of activities that unite youth and seniors through the local schools	
	b. Consider implementing monthly programming such as reading friends where children can practice their reading skills with older residents	Operations/LTIPL	Senior Clubs, TIES & SCES	2019-2020	Track # of attendees of reading with friends	
	c. Develop an array of intergenerational programs (single moms with kids and seniors)	Operations		2021-2022	Increase in # of intergenerational programs offered by the Township	

## 4.0 SOCIAL PARTICIPATION

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
<b>4.5 Increase seniors based programming and events</b>	a. Continue to expand the variety of recreational TLTI programs geared toward healthy active aging	Operations/CPHC		2019-2020	Record # of active aging programs and their uptake	Community Recreation Guide
	b. Explore the feasibility for additional older adult spaces in community centres	Operations		2018-Ongoing	Increased # of older adult spaces	Facilities Master Plan (Community Hall Re-Development)
	c. Provide opportunities to learn and share – lecture series, technology classes, nature walks – with an emphasis on wellness and arts	Operations	TIDL, CPHC, LTIPL & Senior Clubs	2018	Monitor # of programs with focus on wellness and arts for older adults, increase based on demand	
	d. Consider implementing 'do it with others' activities (e.g. knitting, painting, drawing, other arts and crafts, music)	Operations	VIG, local schools, Seniors clubs	2019-2020	Track # of users of 'do it with others' activities; track variety of programs	

## 4.0 SOCIAL PARTICIPATION

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
	e. Support, enhance and implement drop in formats with no commitment and convenient hours for seniors	Operations	Senior Homes, CPHC & LTIPL	2018	Designated hours and rooms made available for drop in formats	Facilities Master Plan (Community Hall Re-Development)
<b>4.6 Support seniors based social programming already available in the Township</b>	a. Provide support to community groups and organizations offering outreach, education, and social engagement opportunities to older residents in the Township	Operations		Ongoing	Support provided and opportunities communicated	Community Recreation Guide
	b. Promote funding to support a wide range of community organizations which benefit older people	Treasury		Ongoing	Review existing financial assistance programs and grants provided	Community Grants Program
	c. Investigate opportunities to collaborate with organizations to deliver programs targeted at older people which encourage social connectedness	Operations/CPHC	LTIPL	Ongoing	Programs that encourage social connectedness initiated	

## 4.0 SOCIAL PARTICIPATION

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
	d. Evaluate the program needs of seniors and consider adding additional programming	Operations		2018	Program offerings and schedule revised in Master of Recreation Plan	
	e. Work with local partners to develop programming for regular out of town leisure trips and activities for seniors including holiday shopping, theatre, casino, bingo	Economic Development Department	CPHC, LTIPL & CLPP, local businesses	Ongoing	Increase in # of out of town leisure trips for older adults	Community Recreation Guide



## 5. COMMUNICATION & INFORMATION

Access to and the wide distribution of clear, relevant information is essential for aging residents to be able to maintain strong social ties and community connections.

### Current Practices

- Public access to computers and the Internet is available at no cost to all Leeds and the Thousand Islands Public Library branches
- The Community Recreation Guide, published in semi-annually, reaches each residence and promotes awareness of local events for seniors who may have limited mobility or computer knowledge
- Web resources such as the Township's website; news outlets including Gananoque Now, the Kingston Whig-Standard and CTV; and social media such as Facebook pages are among the most popular online sources of information
- Seniors currently access information through a wide range of channels, with the Internet and social media, and flyers or bulletins being the most popular. Newspapers and word of mouth are also popular sources of information



## **STRATEGIES**

1. Develop guidelines that encourage businesses to become more age-friendly
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2. Develop a communication strategy to improve the access and communication of senior's information and opportunities
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3. Encourage senior's adaptation of technology
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4. Develop a senior's specific monthly newsletter
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5. Ensure communication materials are age-friendly

<b>5.0 COMMUNICATION &amp; INFORMATION</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
<b>5.1 Develop guidelines that encourage businesses to become more age-friendly</b>	a. Create an age-friendly business guide to promote local businesses that have completed age-friendly training/certification for their employees	Economic Development	Operations	2018	Track # of attendees of age-friendly training, # of certificate holders and age-friendly business guide distributed	
	b. Create an age-friendly business network that will receive updates on the age-friendly initiative from the committee and meet for future workshops and events to engage their older adult's clients	Economic Development	UCLG	2019-2020	Age-friendly business network created	
	c. Highlight business age-friendly success stories with press release and /or media coverage	Economic Development	Operations	Ongoing	Increase # of age-friendly success stories published	

<b>5.0 COMMUNICATION &amp; INFORMATION</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
	d. Explore opportunities to expand the Seniors Expo to include a service fair designed to highlight the range of services and resources to older residents	Economic Development		2018	Expo enhanced	
<b>5.2 Develop a communication strategy to improve the access and communication of senior's information and opportunities</b>	a. Continue to develop the senior's resource page on the Township website	Operations		2018	Seniors resource page developed	
	b. Create a resources bank of people and materials which can help and be of benefit to seniors	Operations/ CPHC		2018	Record # of users of resource bank; increase # of materials and resources	
	c. Identify public locations to create a bulletin board for up-to-date resources	Operations		Ongoing	Resources placed in identified locations	
	d. Create a district mailing list, board locations and flyer distribution for seniors and senior related information	Operations/Economic Development	VIG, Senior's Organizations	2019-2020	Track # of users on mailing list	

## 5.0 COMMUNICATION & INFORMATION

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
	e. Continue to livestream webcasting of council meetings	Clerk's Department		Ongoing	Record # of users livestreaming council meetings	
	f. Maintain a senior's advisory committee	Operations		Ongoing	Monitor # of seniors on advisory committee	
	g. Continue to hold the annual Seniors Expo	Operations		Ongoing	Increase # of attendees at Seniors Expo	
	h. Enhance support for the welcome brochure which informs older adults of events in the community	Economic Development Department	Welcome Wagon	2018	Funding provided for continuation of welcome brochure	
	i. Enhance the procedure to distribute information to seniors in the Township with a focus on print materials	All Departments		2018	Inclusion of age-friendly considerations in communication policy/plan	

<b>5.0 COMMUNICATION &amp; INFORMATION</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
<b>5.3 Encourage senior's adaptation of technology</b>	a. Promote the free training in computer use offered in Township library branches and expand training into retirement homes	LTIPL & CPHC		Ongoing	Increase # of attendees of free training sessions	
<b>5.4 Develop a senior's specific monthly newsletter</b>	a. Produce a newsletter that contains all information related to seniors throughout the entire Township in one location	VIG	Economic Development	Ongoing	Newsletter produced and distributed	
<b>5.5 Ensure communication materials are age-friendly</b>	a. Use simple language and large font	All Departments		2018	Effort made to accommodate	AODA
	b. Offer lunch and learn events with a focus on accessibility	All Departments		2018	Attendance of Lunch and Learn events	

<b>5.0 COMMUNICATION &amp; INFORMATION</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
	c. Establish simple but meaningful accessibility guidelines for community events with consideration to accessible transportation, seating, washroom, and other features that are age-friendly	All Departments	VIG	2018	Accessibility guidelines & procedure established	AODA
	d. Utilize a variety of methods to tailor communication, including bulletin boards, news, radio station, local tv, scheduled mail outs	All Departments	Community Partners	2018	Multiple methods used to communicate to residents	Communications Survey, Communications Policy



## 6. RESPECT & SOCIAL INCLUSION

Aging residents should continue to be respected for their roles and contributions to the community. The provision of outreach to aging residents and opportunities to participate in community life can help to mitigate isolation.

### Current Practices

- Seniors are frequently recognized for their past and present contributions
- Service providers within the Township are generally courteous and helpful

## **STRATEGIES**

1. Improve outreach and support to seniors with low income

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2. Encourage seniors to have a voice in decisions that affect their  
community

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3. Improve outreach and support to seniors at risk of social exclusion  
and seniors who live in rural areas

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4. Support programs and initiatives in the community that encourage  
respectful behaviour, combat ageism, and prevent elder abuse



<b>6.0 RESPECT &amp; SOCIAL INCLUSION</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
<b>6.1 Improve outreach and support to seniors with low income</b>	a. Continue to facilitate opportunities for older people to participate in community life by providing affordable community facilities with space for meetings and various activities	Operations	CPHC & LTIPL	Ongoing	Affordable community space provided	Facilities Master Plan, Recreation Master Plan
	b. Offer social dining opportunities	CPHC	Churches, RTO & Foodbank	2019-2020	Increase # of attendees at social dining events	1000 Islands Helping Hands
	c. Promote and grow the development of programs dedicated to helping economically disadvantaged older adults access community recreation programs and senior specific activities	Operations	CPHC	2019-2020	Increase in # of programs	Recreation Master Plan

<b>6.0 RESPECT &amp; SOCIAL INCLUSION</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
<b>6.2 Encourage seniors to have a voice in decisions that affect their community</b>	a. Promote awareness of participation in seniors helping seniors club (for example seniors with a degree)	Operations/CPHC		2019	Increase # of users of seniors helping seniors club	
	b. Update mandate of municipal committees to be more age-friendly	All Departments		2019	Mandates updated	
<b>6.3 Improve outreach and support to seniors at risk of social exclusion and seniors who live in rural areas</b>	a. Implement library home delivery services to ensure that those with access issues can borrow library resources	LT IPL		2019-2020	Library home delivery service implemented	
	b. Promote and support CPHC with volunteer seniors outreach program that works to engage isolated seniors and encourage their involvement in local events and programming	CPHC	TLTI	2019-2020	Increase in # of volunteer seniors outreach program	1000 Islands Helping Hands

## 6.0 RESPECT & SOCIAL INCLUSION

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
	c. Support CPHC with telephone reassurance program to reach older adults – isolated ones in particular	CPHC	TLTI, Lifeline and Churches	2019-2020	Grow # of users of telephone reassurance program	
	d. Support and promote friendly visiting to those seniors at risk of social isolation such as a companionship program for those confined to their homes	CPHC	Operations	2019-2020	Increase # of visits to seniors	
	e. Promote CPHC self registry for people living alone	CPHC		2019-2020	Monitor # of people registered	
<b>6.4 Support programs and initiatives in the community that encourage respectful</b>	a. Undertake a proactive approach to creating an age-friendly culture in the Township by providing education and training to all staff to increase awareness of the specific needs of seniors	All Departments		Ongoing	Effectiveness of training sessions offered	

## 6.0 RESPECT & SOCIAL INCLUSION

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
<b>behaviour, combat ageism, and prevent elder abuse</b>	b. Implement awareness of bullying prevention programs	CPHC	Medical Centres, & VIG	2019-2020	Track # of people completed the bullying prevention program	
	c. Promote the Township as a place with a strong sense of community that is safe for all people, including older people to live, visit and work in official municipal documents	All Departments		Ongoing	Township is seen as a community that is safe and inclusive	
	d. Continue to implement and enhance events or activities associated with aging such as international day of older persons, grandparent's day, family day	Operations		Ongoing	Increase in # of events associated with positive and healthy aging	



## 7. CIVIC PARTICIAPTION & EMPLOYMENT

Aging residents offer a variety of skills, knowledge and experiences that can provide benefits to the community. Aging residents should be able to contribute to their communities through paid and unpaid employment for as long as they would like to or are able to do so.

### Current Practices

- Seniors are encouraged to volunteer in the Township
- Many community events support small-scale self-employment opportunities

## **STRATEGIES**

1. Provide volunteer and employment opportunities for older adults to utilize their skills and experiences

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2. Recognize and honour the community contributions of older adults in the Township

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3. Accommodate needs of older adults in the workplace and volunteer opportunities

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4. Arrange transportation for volunteers

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5. Explore opportunities for developing a pool therapy program

## 7.0 CIVIC PARTICIPATION & EMPLOYMENT

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
<b>7.1 Provide volunteer and employment opportunities for older adults to utilize their skills and experiences</b>	a. Encourage organizations, businesses, community projects, school boards to build opportunities to connect older adults	All Departments	Community Partners	Ongoing	Grow # of community partners involved and engaged	
	b. Provide free training for older adults regarding computer and internet use (e.g. how to access information about services and events for older adults)	LTIPL	CPHC	2018	Increase # of users of free training	
	c. Consider a staff or volunteer member to be the dedicated older adults issue person for information, trends, and gap monitoring	Operations		2021-2022	Staff or volunteer member identified	
	d. Strengthen and raise awareness of available employment and volunteer opportunities	All Departments	CPHC & KEYS	2019-2021	Increase in # of employment and volunteer opportunities	Business Network

<b>7.0 CIVIC PARTICIPATION &amp; EMPLOYMENT</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
<b>7.2 Recognize and honour the community contributions of older adults in the Township</b>	a. Regularly profile examples of local organizations and how they contribute to older people's ability to age in a positive way	Economic Development/Operations	VIG	Ongoing	Increase # of local organizations profiled	
<b>7.3 Accommodate needs of older adults in the workplace and volunteer opportunities</b>	a. Promote opportunities for education and training in the broader community that respond to the issues facing older adults	All Departments/CPHC	LTIPL	Ongoing	Education and training provided	
	b. Work to introduce age-friendly business program with a recognizable brand and certification program	Economic Development		2019	Track and increase # of businesses designated as age-friendly	



<b>7.0 CIVIC PARTICIPATION &amp; EMPLOYMENT</b>						
<b>Strategy</b>	<b>Proposed Action</b>	<b>Lead</b>	<b>Key Partners</b>	<b>Time Frame</b>	<b>Measure</b>	<b>Resources</b>
	c. Distribute a pamphlet to local businesses to educate owners on the benefits of hiring experienced older adults	Economic Development	KEYS	2019	Pamphlets distributed	
<b>7.4 Arrange transportation for volunteers</b>	a. Promote alternative transportation options such as carpooling when promoting programs or Uber, RideON, ZipCar	Economic Development/Operations	CPHC	2021-2022	Monitor # of alternative transportation users when attending events	
	b. Support and promote a coordinated volunteer program, a mini bus for out of town trips	Operations	CPHC & Local Travel Agencies	2021-2022	Increase in # of volunteers	
<b>7.5 Explore opportunities for developing a pool therapy program</b>	a. Explore opportunities for developing a pool therapy program	Operations		2021-2022	Pool therapy program investigated	



## 8. COMMUNITY SUPPORTS & HEALTH SERVICES

In order for aging residents to successfully age in place, the community should offer sufficient, good quality, and accessible healthcare as well as community programs and services. Doing this will allow residents in the community to receive appropriate care.

### Current Practices

- A range of health and community services are provided within the Township, including by medical and dental clinics in Lansdowne, Lyndhurst and Seeley's Bay; non profit organizations such as CPHC; and private care providers. Some of these practitioners make house calls
- Health and community service buildings are generally accessible for clients of all ages and abilities
- Health service providers and staff are generally respectful and trained to serve seniors appropriately

## **STRATEGIES**

1. Provide information and resources for older adults on health care and community services

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2. Improve coordination between health care and community service providers

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3. Increase access to general practitioners and specialists

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4. Improve transportation to health and social services

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5. Increase safety of seniors through policing in the Township

## 8.0 COMMUNITY SUPPORTS & HEALTH SERVICES

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
<b>8.1 Provide information and resources for older adults on health care and community services</b>	a. Promote health resources that encourage active and healthy lifestyles for older people	Economic Development/ Operations	SLDMC, SBMC & CPHC	Ongoing	Health resources promoted	
	b. Create a directory of local health care professionals with offices in TLTI and surrounding area	Economic Development	Senior Groups & CPHC, SBMC, SLDMC	2018	Directory created, published, and distributed	
<b>8.2 Improve coordination between health care and community service providers</b>	a. Continue to support community organizations that provide support for older adults by highlighting opportunities, cross promotions, and other means	All Departments/ CPHC	Community Partners	Ongoing	# of cross opportunities identified and partnerships created	
	b. Work with key partners to identify partnership opportunities for healthy activities that benefit older people	Operations	CPHC	2019- 2020	Partnerships established	

## 8.0 COMMUNITY SUPPORTS & HEALTH SERVICES

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
<b>8.3 Increase access to general practitioners and specialists</b>	a. Promote the increase the local health care capacity (extended clinic hours, on-call nurses, alternative service provision, visits from professional, recruitment of doctors and community health workers)	SLDMC & SBMC	Economic Development	2021-2022	Local health care capacity increased	
	b. Promote the use of the telemedicine clinic hosted by the Canadian Mental Health Association	CPHC	Economic Development	2021-2022	Use of telemedicine clinic	

## 8.0 COMMUNITY SUPPORTS & HEALTH SERVICES

Strategy	Proposed Action	Lead	Key Partners	Time Frame	Measure	Resources
<b>8.4 Improve transportation to health and social services</b>	a. Explore a suite of funding options and partnerships to support the development of conveniently and affordable transportation options to medical and non-medical trips for older adults	Operations/Economic Development	CPHC	2019	Funding for medical trips provided	
	b. Support a volunteer patient support program that accompanies older adults to out of town appointments	CPHC		Ongoing	Support provided to CPHC for volunteer patient support program	1000 Islands Helping Hands
<b>8.5 Increase safety of seniors through policing in the Township</b>	a. Encourage the OPP to patrol senior areas more frequently	By-law	OPP	2019-2020	# of areas and time spent patrolling	

# Appendix I

## Seniors Expo Summary

The goal of the Seniors Expo Dotmocracy Activity was to gather information about what older people in the community consider a priority in terms of action items to make the Township more age-friendly. Eight (8) posters were created each one featuring one of the age-friendly dimensions established by the World Health Organization (WHO): outdoor spaces and buildings; transportation; social participation; civic participation and employment; housing; community support and health services; respect and social inclusion; and communication and information. On each poster action items identified as opportunities for improvement from the previously conducted needs assessment were listed. Items were further divided between who was identified as the responsible lead item identified to execute the action item identified; the Township of Leeds and the Thousand Islands or an External Stakeholder.





Participants voted on their favorite options using a limited number of stickers. Participants needed to review all the ideas before dotting their favorites as each participant was only given five (5) stickers to vote on a total of 65 ideas. Due to the differences in villages within Township, participants were also given the opportunity to write down potential needs, action items and make suggestions that were missing from the posters on a sticky note.





## Dotmocracy Results

Participants for the Dotmocracy consultation were attendees at the Seniors Expo in 2017. They came from a variety of resident demographics and included representatives of various villages within the Township. The color of the sticker is irrelevant, only the quantity of stickers determines the level of priority. The results of the dotmocracy can be viewed below in table format. Following the table, the results of the posters used during the dotmocracy itself are shown.

### List of Priority Action Items by Dimension

#### LOW PRIORITY (1 – 4 stickers)

OUTDOOR SPACES & BUILDINGS		
Item	Lead	Count
New Pedestrian Infrastructure: Lighting	TLTI	1
Create bench dedication program	TLTI	1
Improve accessibility for wheelchairs and assisted walking devices	TLTI	1
Increase accessibility of buildings	External Stakeholder	1
Improve pathways for mobility devices in public and private spaces	External Stakeholder	1
Weedy Entrance to Library	Post it	2
New Pedestrian Infrastructure: Benches	TLTI	2
Add push button entrances	External Stakeholder	2
Enhance and add public seating	External Stakeholder	2
New Pedestrian Infrastructure: Sidewalks	TLTI	3
New Pedestrian Infrastructure: Add curb cuts	TLTI	3
Increase benches for rest stops	External Stakeholder	3

TRANSPORTATION		
Item	Lead	Count
Identify accessible parking	TLTI	1
Promote accessible parking spaces	External Stakeholder	1
Increase accessible parking spaces	TLTI	2
Develop and promote bike routes	TLTI	2
Improve sidewalks and pathways	TLTI	3

HOUSING		
Item	Lead	Count
Affordable 1-bedroom garden homes with maintenance for Lansdowne	Post-it	1
Promote home retrofit options	TLTI	3
Consider grant program to make retrofits affordable	TLTI	3
Promote funding opportunities for home modification and home care support	TLTI	3
Promote home maintenance services	TLTI	4
Increase long-term care options	External Stakeholders	4

SOCIAL PARTICIPATION		
Item	Lead	Count
Increase promotion of events using electronic & non-electronic sources	TLTI	1
A strong accessibility lens (no stand-up events without chairs, handrails, signage – about events & inclusion)	Post-it	1
Increase promotion of events using electronic & non-electronic sources	External Stakeholder	1
Add opportunities for intergenerational programming	TLTI	2

COMMUNICATION & INFORMATION		
Item	Lead	Count
Ensure communication materials are accessible (font size, colour...)	TLTI	1
Increase and improve sharing of information for seniors (eg. Programs & events)	External Stakeholder	2
Provide information using various formats	TLTI	3
Provide information using various formats	External Stakeholder	3

RESPECT & SOCIAL INCLUSION		
Item	Lead	Count
Inclusiveness, not forgetting seniors	Post-it	2
Pool Therapy in Township	Post-it	4
Improve outreach and support to rural seniors	External Stakeholder	4

CIVIC PARTICIPATION & EMPLOYMENT		
Item	Lead	Count
Need volunteers for historical society / existing clubs	Post-it	1
Arrange transportation for volunteers	External Stakeholder	1
Accommodate needs of older adults in the workplace	TLTI	2
Make available opportunities for employment and volunteering	External Stakeholder	2
Accommodate needs to older adults in the workplace	External Stakeholder	2
Offer opportunities for employment and volunteering	TLTI	4

COMMUNITY SUPPORT AND HEALTH SERVICES		
Item	Lead	Count
Improve coordination between health care and community service providers	External Stakeholder	1
OPP Safety and policing	Post-it	2
Increase access to specialists	External Stakeholder	4

MEDIUM PRIORITY (5 – 10 stickers)

OUTDOOR SPACES & BUILDINGS		
Item	Lead	Count
Improve winter maintenance of pedestrian walkways	TLTI	5

TRANSPORTATION		
Item	Lead	Count
Implement transportation system	External Stakeholder	6

HOUSING		
Item	Lead	Count
Increase assisted living options	External Stakeholder	8

SOCIAL PARTICIPATION		
Item	Lead	Count
Provision of transportation to attend events	External Stakeholder	9
Increase seniors based programming and events	TLTI	10

COMMUNICATION & INFORMATION		
Item	Lead	Count
Senior Specific Newsletter	Post-it	6
Use Simple Language	TLTI	7
Increase and improve sharing of information for seniors	TLTI	9

RESPECT & SOCIAL INCLUSION		
Item	Lead	Count
Increase intergenerational activities	TLTI	5
Improve outreach and support to rural seniors	TLTI	7
Improve outreach and support to seniors with low income or at risk of social inclusion	TLTI	10

COMMUNITY SUPPORT & HEALTH SERVICES		
Item	Lead	Count
Increase access to general practitioners	External Stakeholder	5
Improve transportation to health and social services	External Stakeholder	5

HIGH PRIORITY (11 – 16 Stickers)

OUTDOOR SPACES & BUILDINGS		
Item	Lead	Count
Increase accessibility washrooms	External Stakeholder	12

TRANSPORTATION		
Item	Lead	Count
Offer shuttle bussing	External Stakeholder	11
Add paved shoulders	TLTI	12

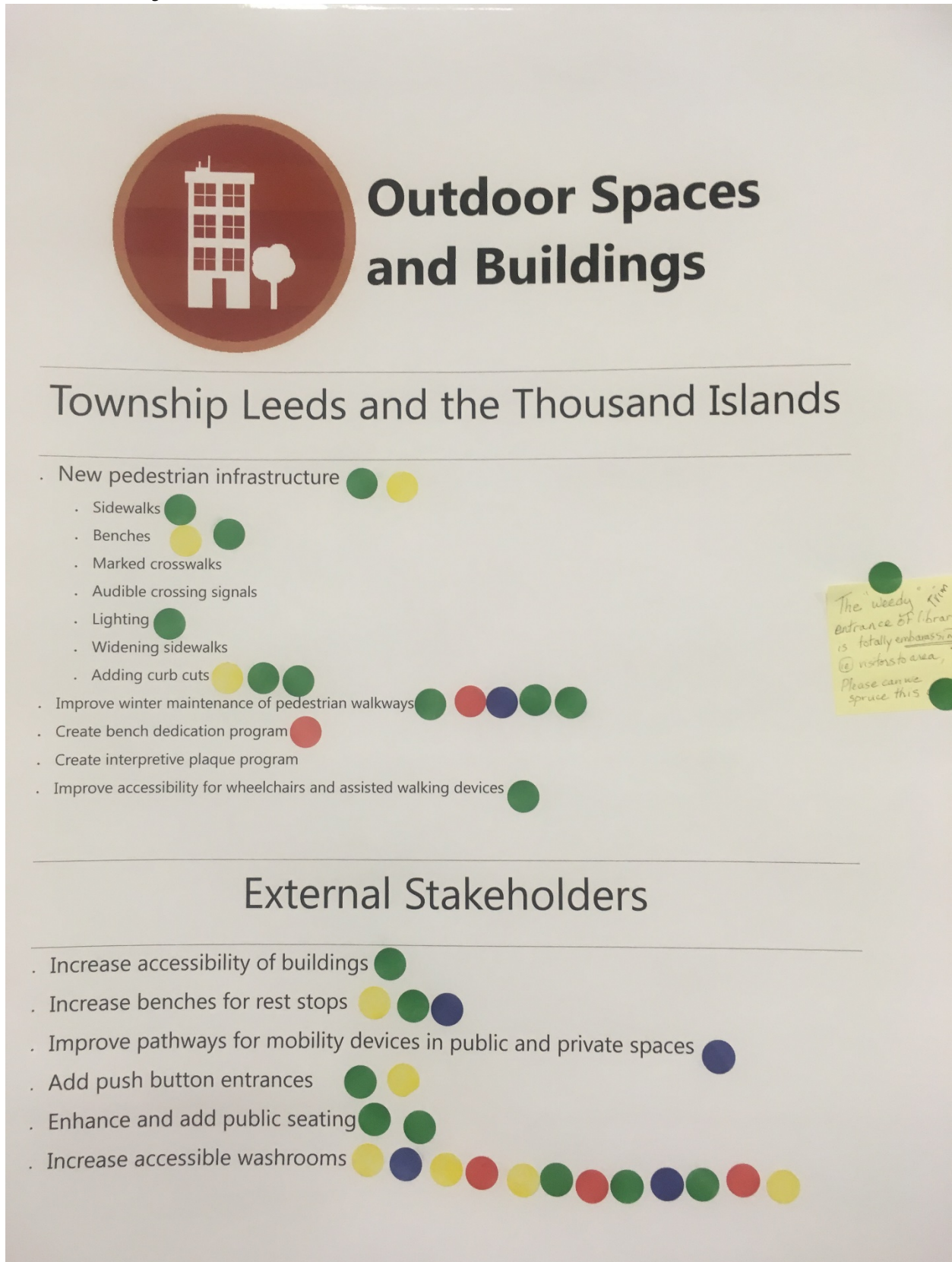
HOUSING		
Item	Lead	Count
Increase seniors housing options	External Stakeholder	14

COMMUNICATION & INFORMATION		
Item	Lead	Count
Offer free training in computer use	External Stakeholder	12

CIVIC PARTICIPATION & EMPLOYMENT		
Item	Lead	Count
Increase promotion of volunteer and employment opportunities	TLTI	13

COMMUNITY SUPPORT & HEALTH SERVICES		
Item	Lead	Count
Provide information on health care and community services	TLTI	16

## Dotmocracy Posters



**Outdoor Spaces and Buildings**

Township Leeds and the Thousand Islands

- . New pedestrian infrastructure
  - . Sidewalks
  - . Benches
  - . Marked crosswalks
  - . Audible crossing signals
  - . Lighting
  - . Widening sidewalks
  - . Adding curb cuts
- . Improve winter maintenance of pedestrian walkways
- . Create bench dedication program
- . Create interpretive plaque program
- . Improve accessibility for wheelchairs and assisted walking devices

*The "weedy" area  
entrance of library  
is totally embarrassing  
@ visitors area.  
Please can we  
spruce this*

---

**External Stakeholders**

- . Increase accessibility of buildings
- . Increase benches for rest stops
- . Improve pathways for mobility devices in public and private spaces
- . Add push button entrances
- . Enhance and add public seating
- . Increase accessible washrooms







## Housing

### Township Leeds and the Thousand Islands

- . Promote home retrofit options ●●●
- . Consider grant program to make retrofits affordable ●●●
- . Promote funding opportunities for home modification and home care support ●●●
- . Promote home maintenance services ●●●●

Affordable 1-bedroom  
"garden homes" with  
maintenance (painting  
+ snow  
removal)  
included.  
for Lansdowne.

### External Stakeholders

- . Increase seniors housing options ●●●●●●●●●●●●●●●●●●●●
- . Promote rental options ●●●●●●●●●●●●●●●●●●●●●●●●●●
- . Increase assisted living options ●●●●●●●●●●●●●●●●●●●●
- . Increase long-term care options ●●●●●●●●●●●●●●●●●●●●●●●●●●





## Social Participation

### Township Leeds and the Thousand Islands

- . Increase promotion of events using electronic and non-electronic sources ●
- . Add opportunities for intergenerational programming ●●
- . Increase seniors based programming and events ●●●●●●●●

a stronger "accessibility" lets - as no stand up events without chairs, handrails, signage etc

this is not just abt bldgs - it's events, comm, location, etc

### External Stakeholders

- . Increase promotion of events using electronic and non-electronic sources ●
- . Provision of transportation to attend events ●●●●●●●●



## Communication and Information

### Township Leeds and the Thousand Islands

- . Increase and improve sharing of information for seniors (e.g. programs, events) ●●●●●●●●
- . Use simple language ●●●●●●●●
- . Ensure communication materials are accessible (font size, colour, etc) ●●●●●●●●
- . Provide information using various formats ●●●●●●●●

### External Stakeholders

- . Increase and improve sharing of information for seniors (e.g. programs, events) ●●●●●●●●
- . Ensure communication materials are accessible (font size, colour, etc) ●●●●●●●●
- . Provide information using various formats ●●●●●●●●
- . Offer free training in computer use ●●●●●●●●

Senior  
Mont





## Respect and Social Inclusion

### Township Leeds and the Thousand Islands

- . Improve outreach and support to seniors with low income or at risk of social exclusion
- . Improve outreach and support to rural seniors
- . Increase intergenerational activities

We need a therapy pool locally in township

INCLUSIVENESS,  
NOT FORGETTING  
ABOUT SENIORS

### External Stakeholders

- . Improve outreach and support to rural seniors
- . Increase intergenerational activities



## Civic Participation and Employment

### Township Leeds and the Thousand Islands

- . Offer opportunities for employment or volunteering
- . Increase promotion of volunteer and employment opportunities
- . Accommodate needs of older adults in the workplace

*Need Volunteers for  
Historical Society  
Lala Rehabilitation  
Center*

### External Stakeholders

- . Make available opportunities for employment or volunteering
- . Promote of volunteer or employment opportunities
- . Accommodate needs to older adults in the workplace
- . Arrange transportation for volunteers

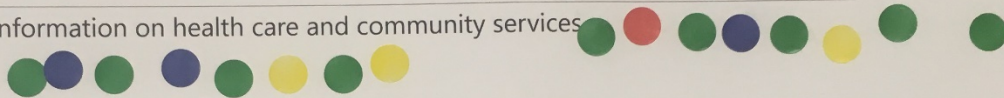




## Community Support and Health Services

### Township Leeds and the Thousand Islands

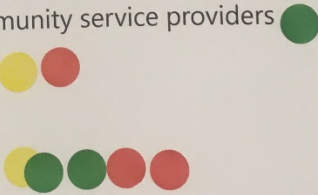
- Provide information on health care and community services



OPP Safety Info  
ex. online scams,  
home alone.

### External Stakeholders

- Improve coordination between health care and community service providers
- Increase access to general practitioners
- Increase access to specialists
- Improve transportation to health and social services



## Appendix II

### Working with the Age-Friendly Committee

An age-friendly committee, consisting of community residents and representatives of senior service providers was established to provide local insight and guidance in developing the plan.

To identify key issues, opportunities for collaboration, layout and priorities for the Plan a workshop was held with the age-friendly committee. This workshop was facilitated to focus on several questions:

1. Are the goals still current and up to date for the new action plan?
2. Is the vision statement still relevant for the new action plan?
3. Please comment on the layout and indicate which you think is most age-friendly and which you prefer.
4. Do you agree with the strategies?
5. Do the strategies encompass the same questions that were at the Seniors Expo?
6. What action items are missing?
7. Is it clear to understand what the Township will do?
8. Please comment on the timing.
9. Are some of the strategies / action items repetitive? If so, please indicate which ones.
10. Is there anything missing?

The information and ideas generated at these workshops helped shape the action plan. Approximately 12 individuals make up the age-friendly committee, all of which provided answers to the questions above. All comments were incorporated into the final draft of the action plan for presentation to Council.



## Appendix III

### Organization Acronyms

CPHC	Community and Primary Health Care
CLPP	Charleston Lake Provincial Park
CRCA	Cataraqui Region Conservation Authority
LTIPL	Leeds and the Thousand Islands Public Library
SBMC	Seeley's Bay Medical Clinic
SLPC	St. Lawrence Parks Commission
SLDMC	St. Lawrence District Medical Clinic
TINP	Thousand Islands National Park
TLTI	Township of Leeds and the Thousand Islands
UCLG	United Counties of Leeds and Grenville
VIG	Village Improvement Groups*

\* Village Improvement Groups consist of the following:

- Lyndhurst Rejuvenation Committee (LRC)
- Lansdowne Association for Revitalization (LAFR)
- Rockport Development Group (RDG)
- Seeley's Bay Area Residents Association (SBARA)