

**SCOA**  
saskatoon **council** on **aging**

Positive Aging for All



Age-Friendly Saskatoon Initiative: Implementation and Evaluation

# Message from Mayor Atchison

I commend the Saskatoon Council on Aging on the continued progress toward establishing Saskatoon as a truly age-friendly city. This third phase of the **Age-Friendly Saskatoon Initiative** provided a great opportunity to reflect on the progress being made with the implementation of key recommendations and presents a look ahead for the future.

The **Age-Friendly Saskatoon Initiative** was truly a project aimed at community change intended to establish Saskatoon as an age-friendly city. With the growing population of seniors and the changing community, the City of Saskatoon recognizes the key role it plays in helping to establish clear policy directions for the programs and services required by older adult citizens. As the provider of many programs, services and infrastructure for the residents of Saskatoon, the City works to ensure these structures are responsive to the needs of the residents.



Fundamental to creating an age-friendly community is a shift in people's attitude toward a more positive view of aging and older adults. Enabling older adults to engage in social and community activities helps maintain their connections to other people and the community; all of which contribute to an improved overall quality of life.

A commitment to respect and to include older adults is a true measure of a society's support for the quality of life and social well-being of all of its citizens. To demonstrate the City's commitment to supporting this great community work, the City of Saskatoon's Strategic Plan has identified as a priority, "the development of age-friendly initiatives to enhance quality of life as people age".

We look forward to continuing our collaboration on the **Age-Friendly Saskatoon Initiative**, and to seeing the whole community be part of the action plan to making Saskatoon a truly age-friendly city.

Donald J. Atchison  
Mayor, City of Saskatoon

# Message from the Honourary Chair

A major goal of the Saskatoon Council on Aging (SCOA) is to promote healthy, safe, respectful aging in our community. SCOA works with the City and various agencies to achieve a goal of age-friendliness according to standards established by the World Health Organization (WHO).

A three-stage process was developed by SCOA to achieve this goal. The first provided an assessment of age-friendliness in our community from the perspective of its older citizens. The second phase proposed recommendations to be implemented to enable organizations, service providers, community groups and governments to better coordinate programs and services. This third stage builds on the foundation of the first two and outlines additional steps needed to achieve a truly age-friendly Saskatoon.



The Saskatoon Council on Aging is grateful for the financial support it receives from various sources. It appreciates the time and expertise provided by the Steering Committee and the commitment of staff and volunteers whose assistance makes this project possible. Working together we can make Saskatoon one of Canada's most age-friendly communities.

I am proud to support this important effort.

Vera Pezer, Ph.D.  
Chancellor Emerita, University of Saskatchewan  
Honourary Chair, Age-friendly Saskatoon Initiative



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## Age-friendly Saskatoon Initiative Steering Committee (Past and Present):

- Honourary Chair: Dr. Vera Pezer, Chancellor Emerita, University of Saskatchewan
- Co-chairs: Candace Skrapek and Dr. Murray Scharf
- SCOA Representatives: Muriel Baxter, Mercedes Montgomery and Elliot PausJenssen
- Community Champions: Dr. Hervé Langlois and the late Myrna Bentley
- Saskatoon Regional Health Authority: Donna Bleakney and David Gibson, former Directors, Seniors' Health and Continuing Care
- City of Saskatoon: Lynne Lacroix, Manager Community Development, Community Services Department
- University of Saskatchewan: Dr. Donna Goodridge, Faculty, College of Medicine and Dr. Haizhen Mou, Faculty, Johnson-Shoyama Graduate School of Public Policy
- Saskatoon Housing Authority: Eleanor Cardoza, former Board Member
- Saskatoon Public Library: Gwen Schmidt, Branch Manager
- Project Coordinator: Cheryl Loadman

## Age-friendly Saskatoon Initiative Working Committees

### Evaluation Committee:

- Dr. Murray Scharf
- Dr. Haizhen Mou
- Dr. Donna Goodridge
- Janet Barnes
- Candace Skrapek

### Communications Committee:

- Candace Skrapek
- Elliot PausJenssen
- Mercedes Montgomery

### Research Collaborations

- University of Saskatchewan
- First Nations University of Canada
- University of Regina
- Saskatoon Health Region
- Saskatchewan Polytechnic
- Saskatchewan Health Quality Council



The older adult community has been integral to the work of this **Age-Friendly Saskatoon Initiative**. Over 1000 older adults have participated in many community conversations. Their participation is guided by a sincere desire to be part of positive change in creating an age-friendly Saskatoon.

# Age-friendly Saskatoon Initiative: Partners, Collaborators and Funders

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- Abbeyfield House
- Affinity Credit Union
- All Seniors Care Living Centres
- Alzheimer Society of Saskatchewan
- Bishop Klein School
- Breaking the Silence
- Canadian Mental Health Association - Saskatoon
- Canadian Mortgage and Housing
- Canadian National Institute for the Blind
- Catholic Family Service Saskatoon
- Catholic Health Ministries of Saskatchewan
- Central Urban Métis Federation Inc.
- City of Saskatoon - City Council
- City of Saskatoon - Community Development
- City of Saskatoon - Planning and Development
- City of Saskatoon - Strategic and Business Planning
- City of Saskatoon - Community Services
- City of Saskatoon - Transportation
- Community Associations
- Community Initiatives Fund
- Crisis Intervention Services
- Community Initiatives Fund
- Community Legal Assistance Services
- Crocus Coop
- Dakota Dunes Community Development Fund
- Dignity Memorial
- Evan Hardy High School
- Fairfield Seniors Centre
- Families Advocating for Care of the Elderly
- First Step Program (Field House/City of Saskatoon)
- First Nations University of Canada
- Global Gathering Place
- Heart and Stroke Foundation of Saskatchewan
- Holy Cross High School
- Hope Cancer Help Centre
- Home Instead Seniors Care
- Human Resources and Skills Development Canada
- R.H. Kilburn and Associates Investors Group
- Jubilee Residences
- La Fédération des Francophones de Saskatoon
- Luthercare Communities
- Martensville New Horizon's Centre
- McClure Place
- MD Ambulance
- Mennonite Church of Saskatchewan
- North Saskatchewan Independent Living Centre
- New Horizons for Seniors Program, Government of Canada
- Oskayak High School
- Our Lady of the Prairies Foundation
- OUTSaskatoon
- Parkinson Society of Saskatchewan
- Parkridge Centre
- Persephone Theatre
- Prairie Hospice Society Inc.
- Primrose Chateau
- READ Saskatoon
- Sage Seniors Resources
- Saint Thomas More College
- Saskatchewan Association for Community Living
- Saskatchewan Association of Licensed Practical Nurses
- Saskatchewan Deaf & Hard of Hearing Services
- Saskatchewan Government - Ministry of Health
- Saskatchewan Government - Ministry of the Economy, Apprenticeship and Workforce Skills Branch
- Saskatchewan Government - Ministry of Social Services
- Saskatchewan Housing Corporation
- Saskatchewan Housing Initiative Partnership
- Saskatchewan Human Rights Commission
- Saskatchewan Lotteries Trust Fund
- Saskatchewan Parks and Recreation Association
- Saskatchewan Polytechnic Institute - Nursing Division
- Saskatchewan Population Health & Evaluation Research Unit
- Saskatchewan Registered Nurses' Association
- Saskatchewan Seniors Fitness Association
- Saskatchewan Seniors Mechanism
- Saskatchewan Society of Occupational Therapists
- Saskatoon and Region Home Builders Association
- Saskatoon Anti-Poverty Coalition
- Saskatoon Community Clinic
- Saskatoon Community Foundation
- Saskatoon Cycles
- Saskatoon Fire Department
- Saskatoon Health Region - Community Health
- Saskatoon Health Region - Geriatric Evaluation & Management
- Saskatoon Health Region - Forever in Motion
- Saskatoon Health Region - Mental Health & Addiction Services
- Saskatoon Health Region - Public Health Services - Older Adult Wellness
- Saskatoon Health Region - Seniors' Health and Continuing Care
- Saskatoon Health Region: Mental Health & Addictions Services
- Saskatoon Home Support
- Saskatoon Hospice Foundation Inc.
- Saskatoon Housing Authority
- Saskatoon Media Group
- Saskatoon Open Door Society
- Saskatoon Police Service
- Saskatoon Public Library
- Saskatoon Seniors Continued Learning Inc
- Satisfaction Hearing Systems
- Services for Seniors
- Sherbrooke Community Centre
- St. Andrew's Presbyterian Church
- St. George's Seniors Citizen's Club
- St. Paul's Hospital
- St. Peter and St. Paul Senior Citizen Club
- Station 20 West Mother's Centre
- The Arthritis Society of Saskatchewan
- TCU Place
- The Medicine Shoppe
- The Saskatchewan Voice of People with Disabilities
- The Village at Crossmount
- Tourism Saskatoon
- United Churches in Saskatoon
- United Way of Saskatoon and Area
- University of Regina
- University of Saskatchewan
- Ukrainian Catholic Eparchy of Saskatoon
- Warman Seniors Service Drop-In Centre
- YWCA
- WA Edwards Centre
- W.P. Bate School
- ...and many other generous supporters and champions

# Executive Summary

The Saskatoon Council on Aging is committed to being part of a world-wide discussion and movement on making communities age-friendly as an effective policy response to demographic aging.

An age-friendly community benefits people of all ages. The whole community benefits when everyone lives in security, has sound housing, enjoys good health and continues to participate in society in a meaningful way. Achieving this goal means SCOA has used a community impact or change model that intentionally engages all people and stakeholders in collective efforts designed to benefit the diversity of the population, encourage alliances, and promote a sense of ownership and responsibility for citizens by the entire community.

In recognition of the Saskatoon community's rapidly aging population SCOA began its **Age-Friendly Saskatoon Initiative** journey in 2011. Since then the project has delivered an age friendly community conversation in three phases:

- Phase 1: Background research and consultations with Saskatoon's older adults
- Phase 2: Asset mapping, gap analysis and development of recommended actions
- Phase 3: Implementation of recommended actions and development of a comprehensive system to monitor and evaluate progress

Three themes guided each of the phases of the project and provided the foundation.

## Promote civic engagement and volunteerism among Saskatoon's older adults

Today, hundreds of older adults have provided both leadership to the project and acted as volunteers and participants. Their voices have enriched the outcomes and increased engagement across the community.



Gather baseline information to define and describe the contexts, issues, needs and factors promoting or hindering positive aging in an age-friendly community

**Age-Friendly Saskatoon Initiative**'s activities created much needed baseline information for the community. From the synthesis of Statistics Canada, City of Saskatoon Community View Information and primary data collection, many different kinds of knowledge about older adults in the community has grown and is informing other conversations.

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## World Health Organization (WHO) eight dimensions shaping age-friendly city living include:

- outdoor spaces and buildings
- transportation
- housing
- social participation
- respect and social inclusion
- civic participation and employment
- communication and information
- community support and health

*Using the WHO framework connects SCOA's work to well researched models, to the WHO global age-friendly network and other age-friendly communities*

Provide a common foundational planning document for community-based organizations, seniors' groups, and governments to support the development and coordination of their policies, programs and services directed toward older adults

The **Age-Friendly Saskatoon Initiative** has generated a number of separate reports and sub reports for the community on its work. Each of these has shaped discussion by community stakeholders and decision makers and provided basis for further research and program development efforts.

Work on Phase 1, completed in February 2012, provided a community assessment with the findings presented in the *Age-Friendly Saskatoon Initiative: Findings* report. Phase 2, completed in 2014 and reported on in the *Age-Friendly Saskatoon Initiative: Recommendations* report summarizes consultation findings and presents recommended actions that call for new approaches to the way that our community responds to the issues of an aging population.

The Phase 3 *Age-Friendly Saskatoon Initiative: Implementation and Evaluation* report provides information about SCOA's work with community stakeholders in facilitating the implementation of recommended actions and in undertaking a preliminary evaluation of community impact. The report describes the considerable number of community conversations that SCOA held with older adults and key stakeholders and highlights achievements and successes. One year into implementation there is evidence of the community impact that the activities of the **Age-friendly Saskatoon Initiative** are having. New and developing partnerships, new programs and services and inclusion of older adults themselves in planning illustrate that the Saskatoon community is responding positively to a growing older adult population.

While much remains to be done, and known challenges prevail, the future is encouraging. The community and its citizens are responding.



*Aging in Place, Community Consultation, 2015*



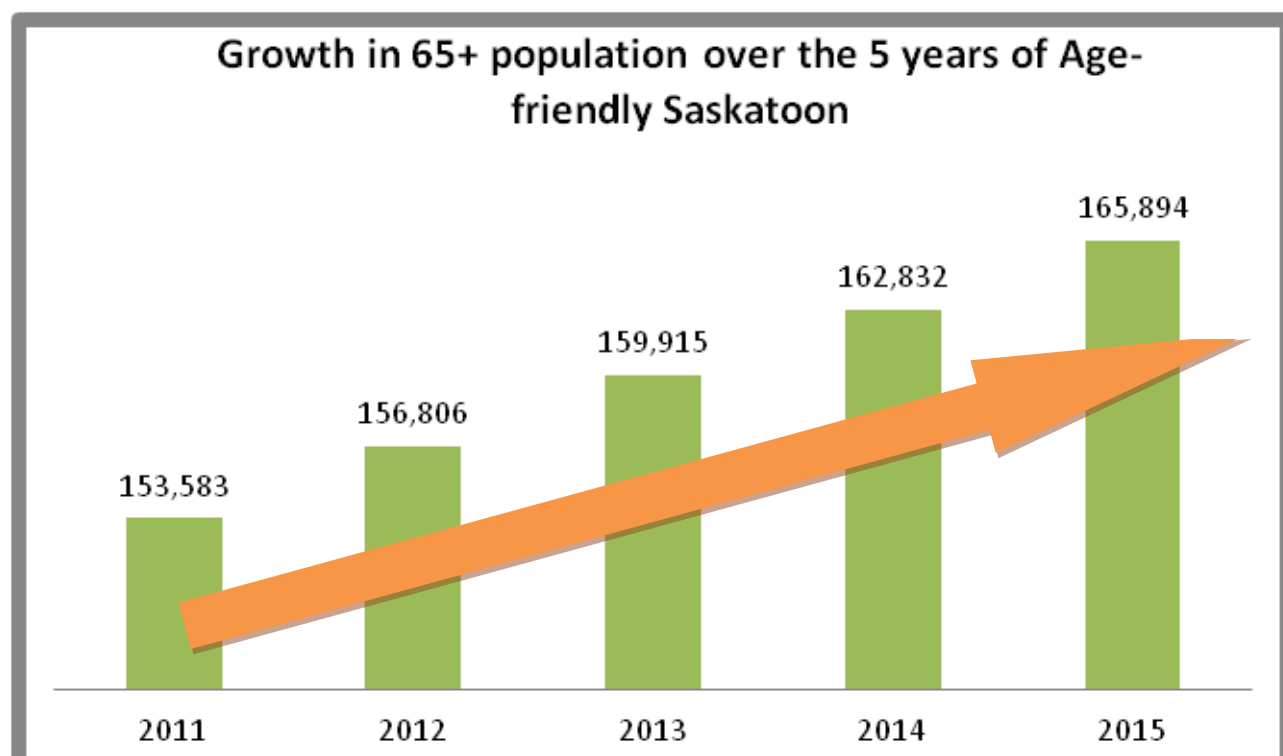
# Introduction

The **Age-Friendly Saskatoon Initiative** began with the question, “What needs to be done to make our community age-friendly?” Phase 3 facilitated the implementation of recommended actions identified in Phase 2 and the development of measures to determine success.

Phase 3 of the **Age-Friendly Saskatoon Initiative** was an intensive community engagement process aimed at communicating and sharing information from the *Age-friendly Saskatoon Initiative: Recommendations* with all of the stakeholders. The goal is to stimulate community action on the many recommendations created in Phase 2 of the project.

As part of Phase 3, there were also a midpoint check ins and monitoring of the impact of the **Age-Friendly Saskatoon Initiative**. This allows for an understanding of the progress of the implementation process and of the entire project to date, asking what has been successful, what lessons have been learned and how to support and sustain desired community change.

The report provides information about the implementation of recommended actions, the status of the work plan and the response from the community to date. The report also describes the development of evaluation tools and processes.



Source: City of Saskatoon and Statistics Canada

## Summary of the Age-friendly Saskatoon Initiative

The Saskatoon Council on Aging (SCOA) launched the **Age-Friendly Saskatoon Initiative** to address the need for a provincial and a municipal population aging strategy. Older adult voices had not been heard nor had they been directly engaged in the development of policies or programs to address their needs and concerns.

The original aims of the project were to:

- Promote civic engagement and volunteerism among Saskatoon's older adults
- Gather baseline information to define and describe the contexts, issues, needs and factors promoting or hindering positive aging in an age-friendly community for Saskatoon and environs
- Provide a common foundational planning document for community-based organizations, seniors' groups, and governments to use in the development and coordination of their policies, programs and services directed toward older adults

## Research Process of the Age-friendly Saskatoon Initiative

The **Age-Friendly Saskatoon Initiative** employed the age-friendly cities model developed by the World Health Organization (WHO). Through all phases, researchers incorporated the research protocol outlined within the WHO Age-friendly Cities Project Methodology: the Vancouver Protocol (2007) which involves both participatory and qualitative research. This research method provides a road map for addressing the issues of population aging and increasing urbanization through local research and action.



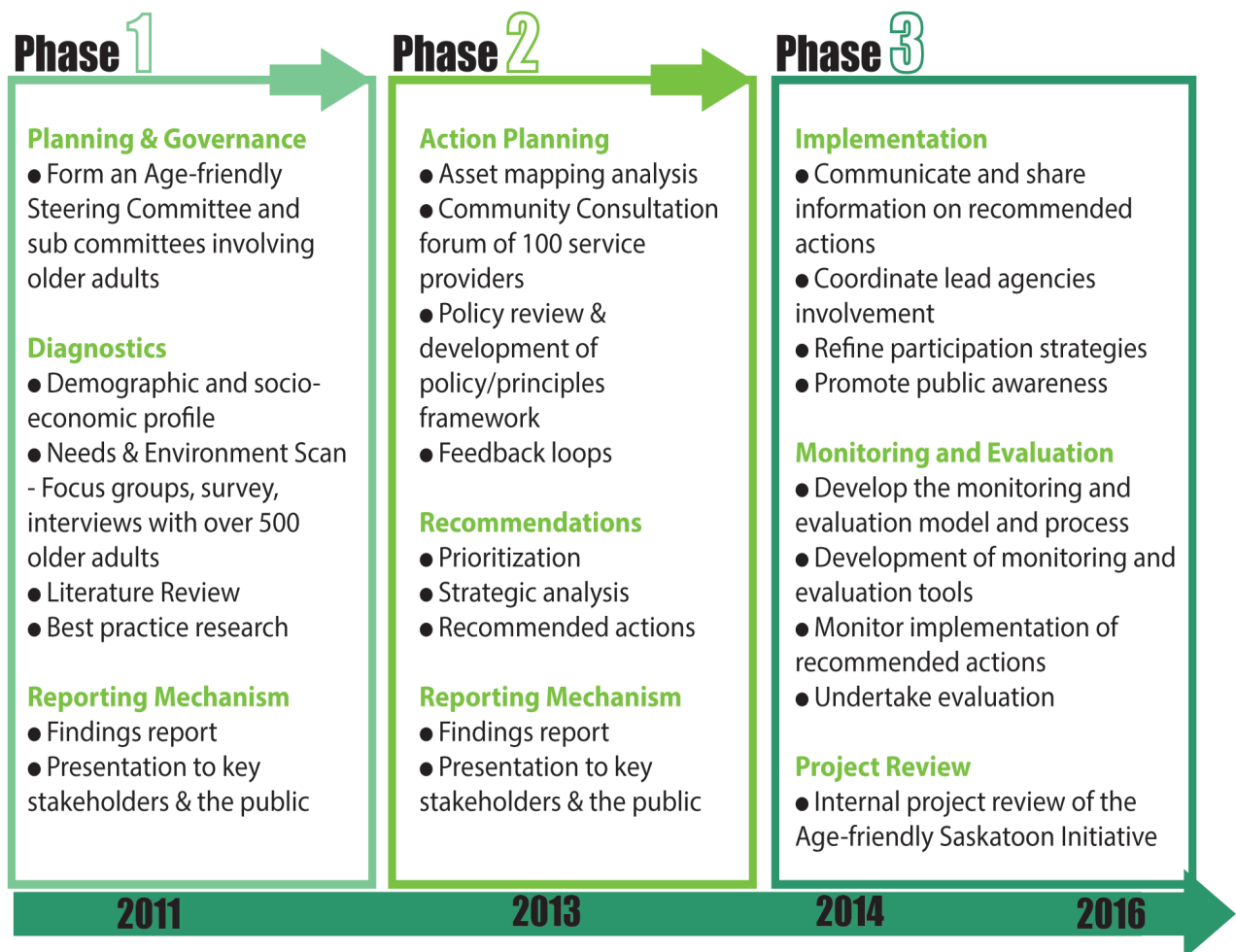
# Phases of the Age-friendly Saskatoon Initiative

## Overview

As with any project focused on community change, the **Age-Friendly Saskatoon Initiative** was a multi-phased effort.

Saskatoon Council on Aging (SCOA) launched the **Age-Friendly Saskatoon Initiative** in 2011. The project included three phases:

- Phase 1: Background research and consultations with Saskatoon's older adults
- Phase 2: Asset mapping, gap analysis and development of recommended actions
- Phase 3: Implementation of recommended actions and development of a comprehensive system to monitor and evaluate progress



## Phase 1: Findings

Phase 1 activities focused on a community assessment involving over 500 older adults and older adult caregivers who shared their “lived” experience. In a community assessment, participants identified age-friendly features of the community that supported quality of life and independence for older people, aspects of city living that needed improvement and ways to make Saskatoon and environs more age-friendly.

Phase 1 Participants included:

- Older adults in most neighbourhoods of Saskatoon and the surrounding rural areas
- Formal and informal caregivers
- Older adults with a variety of health and mobility challenges
- Various income levels in the population
- Aboriginal and immigrant communities

The data collected provided the empirical research and baseline information that described the contexts, issues, needs and factors promoting/hindering positive aging in an age-friendly community of Saskatoon and surrounding metropolitan region. Work on Phase 1 was completed in early 2012 and the findings presented in the *Age-Friendly Saskatoon Initiative: Findings* report. The report has been disseminated widely to individuals and to public, private and community stakeholder organizations.

## Phase 2: Recommendations

Phase 2 of the **Age-Friendly Saskatoon Initiative** began in January 2013 with a conversation with 150 service providers working with older adults. This involved both a workshop and meetings to uncover the strengths that support an age-friendly community. An inventory of community assets and gap identification was developed. Data from Phase 1 and Phase 2 was then synthesized into over 200 actions providing a roadmap for innovative and proactive policies, strategies and programs to ensure an optimal quality of life for the community’s older adults.

Framed by the eight dimensions of an age-friendly city developed by the World Health Organization (WHO), the Phase 2 *Age-Friendly Saskatoon Initiative: Recommendations* report presented a plan of action for community change that highlights the voices, values and vision of older adults, while recognizing that community change requires community-wide engagement.

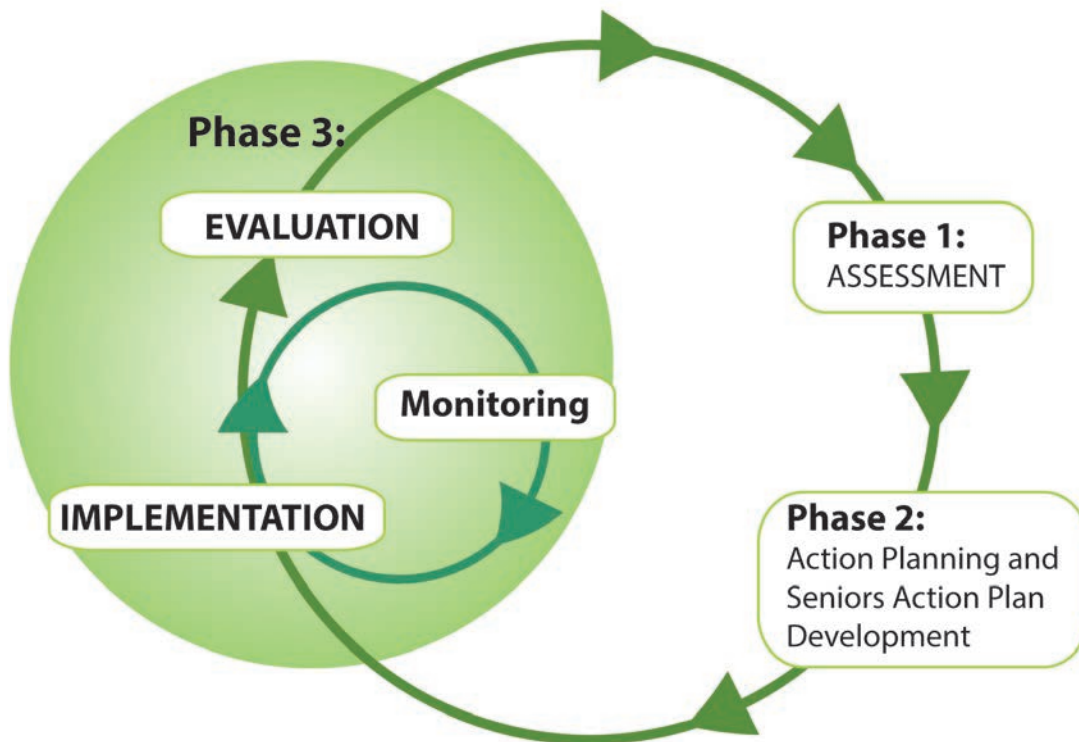
### Phase 1: Milestones Set and Achieved

- Formation of Steering Committee (diverse representation of community leaders and older adults)
- Engagement of older adults in assessment phase processes
- Community engagement
- Data analysis
- *Age-friendly Saskatoon Initiative: Findings* report completed

### Phase 2: Milestones Set and Achieved

- Civic government engagement (strategic objective)
- Community engagement
- Data and gap analysis
- *Age-friendly Saskatoon Initiative: Recommendations* report completed
- Community report back completed

## Age-friendly Saskatoon: Development Cycle



The Phase 2 report called for new approaches to the way that our community responds to the issues of an aging population. Saskatoon's older adults must be supported to age with dignity through changing attitudes, policies and practices and sustained by a strong community commitment. The report made recommended actions that aim to:

- Prepare and advise all stakeholders of the actions necessary to support the growing numbers and increasing urbanization of older adults
- Identify pathways to ensuring older adults live with dignity and security, with full access to the supports they require within the WHO eight dimensions of an age-friendly city
- Promote aging in place and active, healthy aging
- Develop research on aging that informs policymaking

### Phase 3: Implementation and Evaluation

Phase 3 began in September 2014 with an intensive community engagement process aimed at communicating and sharing information from the *Age-Friendly Saskatoon Initiative: Recommendations* report. The first component was to gain commitment and action on the many recommendations identified in Phase 2.

A second component of Phase 3 was to develop and to deliver a monitoring report and an evaluation process.

### Phase 3: Milestones Set and Achieved

- Literature review
- Implementation work plan developed and implemented
- Community support established
- Evaluation framework developed and implemented
- Data analyzed
- Project review completed
- *Age-friendly Saskatoon Initiative: Implementation and Evaluation* report completed

# Phase 3 Implementation

## Saskatoon Council on Aging's Approach to Implementation

Two distinguishing features set SCOA's approach to its **Age-Friendly Saskatoon Initiative** apart from other age-friendly projects.

- Older adults provided the leadership in planning, research and delivery of all phases of the project
- A collective impact approach was developed and implemented within the WHO's eight dimensions of an age-friendly city rather than selecting a specific number of priority recommendations.

### Older Adults

Hundreds of older adults have provided leadership and acted as volunteers and participants for the project. Their voices have enriched the outcomes and increased engagement across the community. Their voices also demonstrated a respectful conversation that places them as integral and aspirational leaders within the community.

### Collective Impact

SCOA determined that selecting a few priorities would diminish the breadth of the age-friendly evaluation framework. Creating an age-friendly community requires a long term, broad perspective approach that engages stakeholders in community conversations. The aim was to facilitate community stakeholders' understanding of the role they play in addressing the needs of older adults within their target population and the community as a whole.





This meant Phase 3 activities focused on mobilizing community stakeholders identified in Phase 2 as suggested lead agencies and implementing the recommended actions within age-friendly dimensions pertinent to them. Creating age-friendliness in a community is about changing the community's and the community stakeholders' appreciation of older adults and their needs; and then mobilizing the entire community to respond.

Key efforts during implementation were focused on stakeholder engagement through community conversations. Conversations focused on creating public awareness of age-friendly concepts and principles and gaining a commitment from community stakeholders to make changes necessary to create an age-friendly city.



Source: United Way

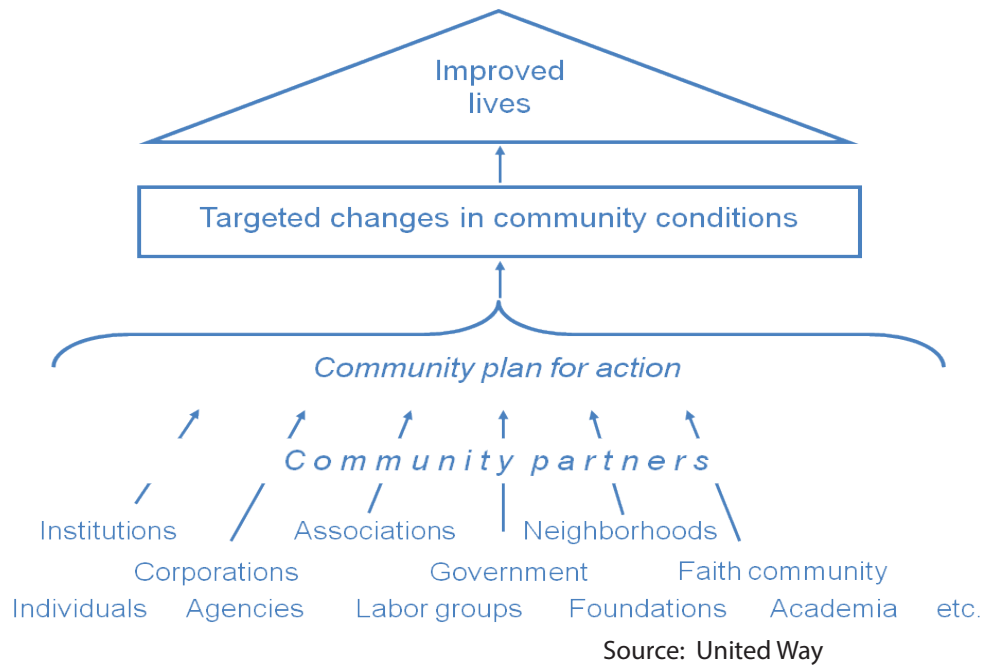
These key efforts were guided by the following principles:

- Build community stakeholders' knowledge and understanding of their respective older adult population
- Align rather than duplicate work by supporting community stakeholders in their effort to engage and support their respective older adult population
- Publicly recognize and appreciate community stakeholders' work in supporting their respective older adult population
- Create a culture of learning by developing and sharing information and data that support mutual objectives
- Identify innovative ways to address issues related to an aging population and share the ownership of those ideas with community stakeholders

SCOA does not assume full responsibility for change, but rather is a catalyst for community transformation. SCOA's approach is not directive but rather it is inclusive, collaborative and participatory.

SCOA's role in the implementation of the recommended actions is that of coordinator and facilitator of community conversations. Over 100 meetings were held with people and organizations,

including large institutional stakeholders such as the City of Saskatoon, Saskatoon Health Region and University of Saskatchewan, as well as a wide-range of other stakeholder groups including health, service and business organizations, settlement agencies and Aboriginal organizations.



In every case, the message focused on increasing third party delivery of age-friendly services and programs for older adults. The reception was positive and in some instances created immediate and meaningful change. For example, SCOA's new or evolving partnerships with the City of Saskatoon, University of Saskatchewan, Saskatchewan Polytechnic, University of Regina, First Nations University of Canada, OUTSaskatoon and the Saskatoon Open Door Society meant that new programs, services and research addressing the under-served needs of older adults.

### Phase 3 Timeline

|                          |  |
|--------------------------|--|
| September 2014           | Implementation activities commence   |
| September 2015           | Identification of key tools and relevant measures for monitoring<br>Approval of survey for key stakeholders<br>Approval of survey for older adults |
| October 2015             | Identification of participants and conducting interviews<br>Distribution of survey out to contacts not targeted for interviews                     |
| November & December 2015 | Compilation of results   |
| January & February 2016  | Creation of Draft Phase 3 <i>Age-Friendly Saskatoon Initiative: Implementation and Evaluation</i> report for review and consultation               |
| June 2016                | Finalization of Phase 3 <i>Age-Friendly Saskatoon Initiative: Implementation and Evaluation</i> report and printing                                |
| TBD                      | Public report back to community  |



# Phase 3 Evaluation: Overview

## Objectives

The objectives of monitoring and evaluation are to:

- Measure whether the project has been implemented as intended
- Assess the project experience to date and the achievement of the stated aims
- Determine the gains that have been made in the:
  - o age-friendliness of Saskatoon
  - o community leaders' views of aging and older adults
  - o degree of community engagement in creating an age-friendly community
- Identify best practice examples of how the project achieved outcomes
- Assess whether modifications were required to maximize the project's potential

## Monitoring

Monitoring is the analysis of information to track progress against set plans and check compliance to established standards. In Phase 3, project monitoring includes a midpoint evaluation involving analysis of data and information to track the progress of the project against the Phase 2 recommended actions and implementation strategy. It helps to assess the processes employed, identify trends and patterns, adapt strategies and inform decisions for project management.

## Evaluation

Evaluation is conducted at a pre-determined time to assess the effectiveness of the project including whether:

- the content and delivery reflect implementation of Phase 2 recommended actions and the stakeholders' expectations
- resources are being used effectively in the delivery of the project
- other processes would have better met community needs

Phase 3 uses an evaluation process involving multiple methods. Methods include a literature review and reviews of other age-friendly project materials and data collection through surveys, interviews and other consultations with stakeholders.

The World Health Organization (WHO) suggests a timeframe for evaluation of age-friendly projects of 3 to 5 years after implementation of recommended actions. Creating community change is a long-term endeavour. The anticipated timeline for evaluation of the **Age-Friendly Saskatoon Initiative** would be 2018 to 2020.

**“The societies that adapt to this changing demographic can reap a sizeable ‘longevity dividend,’ and will have a competitive advantage over those that do not.”**

**Dr. Margaret Chan, Director-General , World Health Organization**

## Methodology

Every effort was made to ensure that the monitoring and evaluation process was rigorous and in line with standard evaluation practices within the research community. The aim was to ensure the results would stand up to scrutiny by academics and decision makers alike.

In order to gain an interrelated view of Saskatoon and its residents' experiences, a mixed method approach is essential to this evaluation work. The mixed method design included:

- the collection and analysis of primary data of both a quantitative and qualitative nature (surveys, interviews and consultations) from the perspective of key stakeholders and those involved in project delivery and administration
- a literature review and reviews of other age-friendly project materials
- a document review of the **Age-Friendly Saskatoon Initiative** project activities

The intent of the monitoring and evaluation methods was to use all reasonable efforts to examine the structure, process, outputs and outcomes of the project. These attempted to identify features associated with successful implementation within the context of operational constraints and to contribute to the evidence base that supports the development of future practice and programs.

## Use of Results

The results of the feedback will be shared with two constituencies: externally, with the community-at-large, and more specifically with older adults, community stakeholders and funders, and internally by the Saskatoon Council on Aging (SCOA) to determine if this project should be adapted and continued.

Institutional partners, community stakeholders and funders have contributed significantly to the **Age-Friendly Saskatoon Initiative**. The monitoring results attempt to answer their questions:

- Has the project provided value to the community?
- Were the overall benefits worth the overall investment?
- What is their future responsibility and engagement in creating an age-friendly Saskatoon?

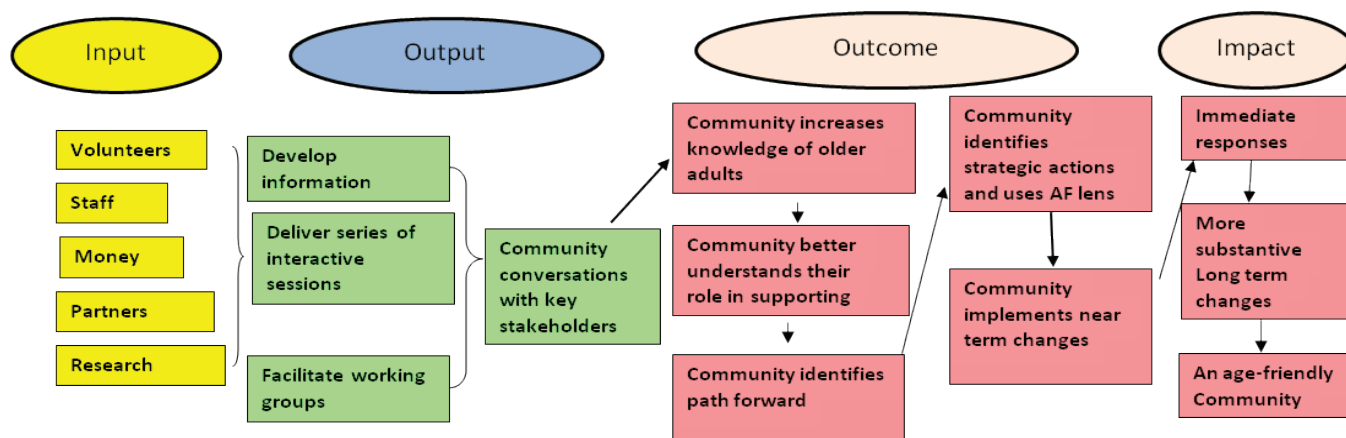
Older adults, their families and caregivers who shared in **Age-Friendly Saskatoon Initiative** planning, participated in surveys, interviews, workshops and events want an opportunity to learn about the monitoring results and to have a voice in the future directions aimed at improving quality of their lives.

The community-at-large is interested in the outcomes of a successful project that builds a healthy, age-friendly, supportive community where everyone can age successfully.

The Saskatoon Council on Aging Board of Directors and the **Age-Friendly Saskatoon Initiative** steering committee will review the project to:

- Ensure the implementation process is efficient and effective
- Ensure it is meeting the goals and objectives set out in the original project design
- Identify outcomes achieved, lessons learned and future directions

# Logic Model for Age-friendly Saskatoon Initiative



## EVALUATION QUESTIONS

|   |  |   |  |   |   |
|---|--|---|--|---|---|
| What amount of \$ and time were invested? | How many meetings were held? How many people engaged? # of recommendations | Who/how many/ Was their buy-in – why/why not? | To what extent did knowledge and skills increase? For whom? Why? What else happened? | To what extent did views change? For whom? Why? What else happened? | To what extent is community support increased? To what extent are relations improved? |
|---|--|---|--|---|---|

## INDICATORS

|   |                                     |  |   |  |  |
|---|-------------------------------------|--|---|--|--|
| # Staff/volunteers<br>\$ used<br># partners | # sessions held<br>quality criteria | #, % attended per session<br>feedback on session | #, % demonstrating increased programs/services<br>additional outcomes | #, % demonstrating changes in programs and services design<br>types of changes | #, % demonstrating future direction<br>types of future direction |
|---|-------------------------------------|--|---|--|--|

## Logic Model

A logic model is a visual representation of the key aspects of the project that are being evaluated. In Phase 3 the logic model was used to determine the appropriate methods to develop and implement evaluation tools and processes.

## Limitations

Limitations related to design and data collection occur in monitoring and evaluation processes, especially those that track a large and evolving community-based project such as the **Age-Friendly Saskatoon Initiative**. These limitations include:

- Funding for Phase 3 was limited thus the tools and approaches reflected small budget expenditures
- Identifying key stakeholders to include in data collection was difficult with over 67 summary recommended actions of 202 total recommendations contained within the *Age-friendly Saskatoon Initiative Phase 2: Recommendations* report.
- A longitudinal review could not be done as the Phase 1 focus group, survey and interview processes guaranteed anonymity, it was not possible to return to the original participants.
- Success identification at this early stage in implementation is a work in progress given that community change is long term.

# Phase 3 Evaluation: Findings

## Introduction

The Saskatoon Council on Aging's (SCOA) **Age-Friendly Saskatoon Initiative** implementation activity began in the fall of 2014 with the monitoring task initiated in December 2015. The review period covered approximately 12 months of implementation work.

Results from the monitoring and evaluation work strongly suggest that the **Age-Friendly Saskatoon Initiative** has achieved a significant level of success in its efforts to positively change community conversations about an aging population in Saskatoon.

The level of success of the **Age-friendly Saskatoon Initiative** is tempered by the fact that this monitoring process is relatively early in the implementation timeline.



*Presentation to SCOA members from Saskatchewan Ombudsman*

It also recognizes that changing a community or creating collective change takes many years.

Three levels of evaluation information have been gathered with respect to this project:

**Process evaluation:** the process evaluation examines the mechanics of project implementation to ensure that this was the most effective and efficient path to the end objectives.

**Outcome evaluation:** the outcome evaluation examines the net effects of the project on the community in the short term.

**Impact evaluation:** the impact evaluation examines the extent to which desired changes occurred.

## Process Evaluation

The **Age-Friendly Saskatoon Initiative** was designed to realistically attain stated objectives and outcomes. From a process perspective, the project was effectively and efficiently delivered.

Total funding of approximately \$262,000 was expended on this project and the subprojects that evolved over 5 years. The key successes of the project were the engagement of significant numbers of older adults - no other research or community project has had this high level of older adult leadership and participation - and the meaningful, high quality and useful information produced and made available for community use. The **Age-Friendly Saskatoon Initiative** is filling a unique and needed niche in older adult research. There is no duplication with other older adult related projects in the community.

### Age-friendly Saskatoon Initiative Key Statistics

- Project Years: 5 (2011)
- Total Budget Expended: \$262,295 project funding
- Sources of funding:
  - Funders for Age Friendly Saskatoon Initiative Phases 1 to 3 – 159,250*

|                                  |        |
|----------------------------------|--------|
| City of Saskatoon                | 70,000 |
| United Way of Saskatoon and area | 34,250 |
| New Horizons for Seniors Program | 25,000 |
| Saskatoon Council on Aging       | 15,000 |
| Saskatoon Health Region          | 10,000 |
| Anonymous Donor                  | 5,000  |
  - Age Friendly Sub Projects During Phases 1 to 3 – 80,045*

|  |        |
|--|--------|
| New Horizons for Seniors Program – Aboriginal Engagement     | 25,000 |
| Affinity Credit Union – Age Friendly Education               | 16,284 |
| United Way of Saskatoon and area Aboriginal Project          | 15,000 |
| Dakota Dunes CDC – Bullying Training, Age Friendly Education | 15,511 |
| R.H. Kilburn & Associates Seniors' Globe Walk                | 30,700 |
| SHR Community Wellness Grant – LGBT Project                  | 5,000  |
| University of Saskatchewan – Aging in Place Project          | 3,250  |
- Employee hours: ~5,800
- Volunteer Time Contributed: ~10,000 hrs
- Meetings: ~320 meetings across the community
- Older adults engaged: ~1500
- Working committees made up of older adults: 10 (72 individuals)

## Summary of Process Activities

- Community Conversations - Over 300 meetings with community organizations regarding the recommended actions needed to make Saskatoon an age-friendly community
- Speaking to Government – 32 contacts with officials in government: Saskatoon City Council (as well as city administration and relevant city departments), the Ministries of Health, Social Services and The Economy, the Saskatoon Caucus of the Saskatchewan Party and the NDP Saskatoon Caucus
- New initiatives underway including: SCOA Seniors' Globe Walk, older adults reading with children at W.P. Bate School; U of S university students creating video stories of older adults, Seniors' Neighbourhood Hub Clubs, technology courses for older adults, seniors' bus buddy program
- Partnerships formed with: City of Saskatoon Leisure Services and Community Associations, OUTSaskatoon, Saskatoon Open Door Society, the University of Saskatchewan colleges and departments, several elementary and high schools, the Saskatchewan Registered Nurses' Association, Saskatchewan Society of Occupational Therapists, Saskatoon Police and Fire Services, the Saskatoon Health Region
- Adding older adult voices in consultations with: Ministry of Health Emergency Department Wait Times and Patient Flow Initiative seeking improvements to health system care delivery; the City of Saskatoon Growing Forward Planning work looking at the design of the future Saskatoon; City of Saskatoon Recreation Master Plan; the City of Saskatoon Active Transportation Plan; the Saskatchewan Ombudsman review of long term care; and the Saskatchewan Human Rights Commission
- Working with Aboriginal communities to add their voices to the community conversations about an age-friendly Saskatoon. To date there have been meetings with leaders of Indigenous organizations, and older Aboriginal adults and elders

**For the limited investment made, this project's reach has extended deeply into the community and touched all levels of leadership and decision making**

## Outcome Evaluation

SCOA's **Age-Friendly Saskatoon Initiative** implementation activity was anchored on the active engagement of community leaders, organizations and citizens in community conversations about implementing the recommended actions needed to create the change necessary for a more age-friendly Saskatoon. These discussions and subsequent activities led to the outcomes and impacts that are identified in the section on the eight age-friendly dimensions that follow.



## City of Saskatoon Quality of Life Strategies for Success

- Developing a new Recreation and Parks Master Plan to provide accessible recreation opportunities to meet changing needs.
- Working in partnership with community-based organizations to develop a new joint-use city centre recreation facility to better serve core neighbourhoods.
- Partnering to construct and operate a winter recreation park and lifestyle centre at Diefenbaker Park.
- Completing construction and transitioning of the new Remai Modern Art Gallery of Saskatchewan.
- Working with community organizations to implement Age-friendly Saskatoon Initiative recommendations.
- Ensuring City of Saskatoon services and facilities are physically and financially accessible.
- Implementing Saskatoon's Housing Business Plan 2012-2022.
- Strengthening partnerships with Aboriginal organizations to enhance access to training, employment, economic opportunities, and housing.
- Working in partnership with the community to develop collaborative community-based policing strategies to reduce crime by combining enforcement with proactive prevention, education, and early intervention.
- Developing a plan to strategically locate fire stations to maximize the service area that can be reached within four minutes to meet the safety needs of citizens and minimize overlap of service areas.

*L to R: Candace Skrapek, SCOA; Gwen Schmidt, Saskatoon Public Library; Marin Loewen, City Councillor*



# #1 Outdoor Spaces And Buildings

## Phase 2 Recommended Actions

- Assess needs and develop appropriate actions to ensure existing and planned outdoor spaces and buildings are age-friendly.
- Engage older adults in planning processes.
- Implement mandatory age-friendly education for police, firefighters and other emergency responders.
- Develop and deliver public awareness workshops for older adults about access to emergency services and emergency preparedness.
- Incorporate an age-friendly policy lens in the development and delivery of current and future community policies, programs and services.
- Create initiatives for builders, planners and designers to educate them about the design needs of older adults that support aging in place.
- Implement a “universal design” standard to be applied to all new public and private buildings.
- Assess needs and develop appropriate actions to ensure existing buildings are age-friendly.
- Promote and support creation of age-friendly



Photo Credit: Crea

## SCOA Implementation Activities

- Ongoing engagement in City of Saskatoon consultations and strategic planning activities
  - o Meetings with City Councillors and City senior administration
  - o Planning outdoor spaces and public venues (i.e. adapted washrooms, a ramp to enter the building, better lighting, temperature control)
  - o Development of the City of Saskatoon Recreation and Parks Master Plan
  - o Development of the City of Saskatoon Winter City Strategy
  - o City of Saskatoon Community Feedback Committee
  - o City of Saskatoon North Downtown Master Plan
  - o Accessibility Committee
  - o Partnership with Saskatoon Police and Fire Services
  - o Citizen Advisory Panel
- Consultation with Tourism Saskatoon
- Consultations with local business improvement districts



# #1 Outdoor Spaces And Buildings

## Outcomes

- City of Saskatoon incorporates a strategic objective in its Strategic Plan 2013-2023 to develop age-friendly initiatives to enhance quality of life as people age
- City of Saskatoon is working in partnership with SCOA and other community-based organizations to develop more age-friendly services and programs
- SCOA is responding to increased requests for SCOA to provide expertise regarding age-friendly initiatives
- Saskatoon Police and Fire Services are working with SCOA on age friendly training and sensitivity
- Partnering on Remembering When™: A Fire and Fall Prevention Program for Older Adults



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## Impact

- City of Saskatoon and other community groups recognize that older adults are a unique and diverse demographic with identifiable needs which is now reflected in the planning of outdoor spaces and buildings
- Older adults are engaged directly in the planning of age-friendly outdoor spaces and buildings
- Saskatoon Police and Fire Services are providing age-friendly services to older adults



Photo Credit: Creative Commons

# #2 Transportation

## Phase 2 Recommended Actions

- Assess needs and develop policies and actions to provide age-friendly public transportation services including: discount bus passes for seniors, free access for attendants, talking buses, electronic signage, heated shelters, buses with lifts, buses with low floors, and snow and ice management at bus stops.
- Review service standards, current and future system demand, client needs and eligibility criteria.
- Increase funding for Access Transit expansion.
- Research new, innovative and cost-effective transportation options.
- Implement an active transportation plan for the City of Saskatoon.
- Implement best practices in taxi driver licensure to ensure appropriate age-friendly training and service standards.
- Develop innovative community-based transportation options such as shuttle services and volunteer drivers.
- Identify parking options for older adults such as passes, handicap zones and age-friendly meters.
- Implement alternative parking options at health care facilities to reduce barriers to access.
- Create an age-friendly transportation advisory committee for Saskatchewan Transportation company (STC) to examine rural bus services.
- Expand programs and education to support older drivers.
- Increase road safety studies and maintenance to eliminate driving hazards.

## SCOA Implementation Activities

- Discussions with the Government of Saskatchewan and City of Saskatoon about the need for increased funding to support Access Transit
- Consultations with City of Saskatoon regarding applying age-friendly lens to:
  - o Adaptations to public and specialized transit services for older adults
  - o Promotion of innovative alternative transportation options
  - o Issues for older adults such as signage, handicap parking, pedestrian crosswalks, curb cuts, timing of lights
  - o Growing Forward and Active Transportation Plan processes on future transportation options
- Participation on the City of Saskatoon Accessibility Committee
- Partner on the YXE Let's Talk Transit Safety
- Raising issues of importance to older adults re public transportation with the media
- Consultation with Saskatchewan Transportation Company re rural bus service
- Age-friendly training provided to taxi drivers

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## 2014 Access Saskatoon

By 2017, there will be an increase of 22% who will reach 46,386 by 2021. registered customer challenges and serv Transit service is inc

The Saskatoon Cou Recommendations identified through a challenges and the the report recomme

# #2 Transportation



**RIDERS OF SASKATOON**

## Let's Talk: Transit Safety

Is it safe riding the bus?  
Share your input about YOUR concerns on transit

**Community Feedback Forum**  
Indian & Metis Friendship Centre  
168 Wall Street

**WEDNESDAY, APRIL 11, 2016**  
10:30 AM - 3PM or 5PM - 8PM

Refreshments provided  
Information contact: mylyne@live.ca

Thank you to our sponsors and partners!



## Outcomes

- City of Saskatoon has engaged the Saskatoon Council of Aging in conversation on a number of transportation related issues with the aim of inclusion and prioritization of older adults in service provision
- Work with Saskatchewan Human Rights Commission to employ an age-friendly lens to access transit service challenges
- City of Saskatoon has prioritized increasing the number of buses with low riding capacity
- The province has been made aware of the needs for increased financial support for para-transit
- City of Saskatoon approved an increase of five additional taxi licences to make a total of 21 handicap licences
- City of Saskatoon introduced automated announcements on city buses, visual and audio service advising transit riders of upcoming stops
- City of Saskatoon Transit demonstration project promoting use of public transit to older adults

## Impact

- City of Saskatoon is working to create more age-friendly Public and Access transit services
- City of Saskatoon is becoming more responsive to the important transportation and accessibility issues facing older adults
- Older adults are more engaged in the planning of age-friendly transportation

## Transit Annual Report – City of

There are an estimated 36,449 seniors living in the City of Saskatoon, an increase from 32,000 in 2012. The population of seniors is estimated to be 22%. While not a senior specific service, approximately 69% of our transit riders are age 65 and older. As our population ages, mobility related services will become a larger municipal matter. Demand for Access Transit is increasing.

The Council on Aging recently released the Age-friendly Saskatoon Initiative: A report identifying recommendations to challenges that were identified through a broad community consultation. To address the current capacity and anticipated increased future demand for specialized transit service, the report calls for increased funding for Access Transit expansion.



Burna Purkin, SCOA Board Member

# #3 Housing

## Phase 2 Recommended Actions

- Work across sectors to develop universally accessible and economically sustainable housing options.
- Develop programs and services that enable older adults to age in place in order to remain in their own homes and their communities.
- Collaborate to support development of a sufficient supply of social and affordable housing options for those with highest need.
- Engage older adults in the planning and development of housing options.
- Ensure housing legislation and regulations safeguard older adults.
- Review existing programs and establish and adequately fund new programs that enable older adults to age in place.
- Develop innovative volunteer or community based models to support independence.
- Build community understanding and support for universal design concepts and encourage planners, architects, developers and builders to adopt universal building practices.
- Increase use of age-friendly, barrier free building design.

## SCOA Implementation Activities

- Discussions with the Saskatchewan Housing Corporation and Saskatoon Housing Authority regarding increased availability of housing for low and middle income older adults
- Discussions with the City of Saskatoon on developing an age-friendly focus on housing within the Affordable Housing Plan
- Presentations to City Council on property tax deferral options for low income older adults
- Formed a Saskatoon Council on Aging working committee with housing partners to examine universal design housing options
- Discussions with Ministry of Social Services on age-friendly housing and housing maintenance support for older adults
- Working with Saskatoon Housing Initiatives Partnership to educate the community on older adult housing issues
- Discussions with housing developers, architects, accessibility experts on universal design and accessibility

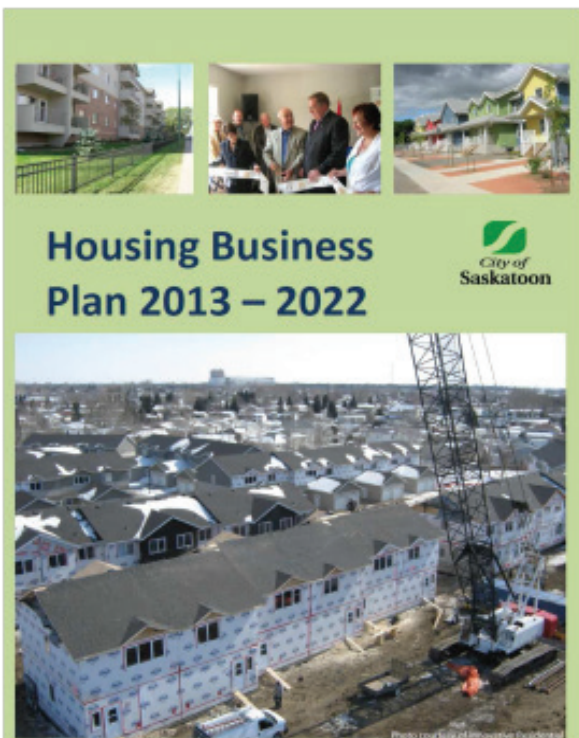
# #3 Housing

## Outcomes

- Increased understanding by the City of Saskatoon on the need for age-friendly housing in Saskatoon
- Beginning discussions and knowledge building around seniors' housing needs with housing leaders in the community
- City of Saskatoon implemented a municipal property tax deferral option for low income seniors
- Delivered presentation to Canadian Mortgage and Housing Forum on housing needs and options for older adults

## Impact

- Low income older adults in Saskatoon have access to municipal property tax support
- Older adults are experiencing increased consideration of their housing needs



### The City of Saskatoon's Housing Business Plan 2013-2022

The City of Saskatoon's Housing Business Plan recognizes seniors on a fixed income have trouble finding housing they can afford.

The vacancy rates for low income units remains close to zero in Saskatoon.

Attainable housing is a continuum and the City is working to increase the supply of housing across the continuum to ensure that affordable rental units are going to those who need it most.

# #4 Social Participation

## Phase 2 Recommended Actions

- Increase opportunities and accessibility for older adults to a wider variety of activities and events.
- Create a public discussion to determine demand and explore barriers to older adult participation.
- Create and implement enhanced communication channels to address lack of accessible information.
- Explore affordability options for low income older adults.
- Raise community awareness of older adult isolation.
- Create and support programs that reduce isolation.
- Increase civic programs and services that focus on integration of older adults in to the community.
- Support the recognition of older adults' contributions to the community.
- Undertake research to identify programs and services that increase social participation of older adults in rural areas

## SCOA Implementation Activities

- Working with partner organizations to develop and deliver new programs and services that meet the needs of older adults. Examples include:
  - o Pilot projects with two community associations to develop Seniors' Neighbourhood Clubs to provide access to local community based programs for older adults. Eastview Community Association has now taken over running the SNHC
  - o Engaging older adults volunteers in a reading program at W.P. Bate School
- SCOA initiated the annual Seniors' Globe Walk in partnership with the City of Saskatoon, the Saskatoon Health Region, and the Saskatchewan Seniors Fitness Association
- SpotLight on Seniors, an annual full day event showcasing services for older adults, has expanded to include a broader selection of age-friendly community organizations
- The Men's Cooking Program and On My Own: Women Learning New Life Skills Together are SCOA programs targeted to older adults who want to learn new skills to maintain independent living.
- Zoomer Idol showcases the talents of older adults and supports their participation in community events
- Undertook research to gather data on challenges faced by low income seniors
- Raising the issue of affordability on a number of fronts including fees to City programs, costs of transportation, housing, and other necessities of life

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## #4 Social Participation

### Seniors' Neighbourhood Hub Club

Saskatoon Council on Aging and the Eastview Community Association are partners in the pilot program called Seniors Neighbourhood Hub Club.

Location: Royal Canadian Legion, Nutana Branch at 3021 Louise Street  
Time: 1:30pm – 4:00pm.



#### Outcomes

- Seniors are able to access more programs that increase their participation in the community
- Community associations are taking leadership in the development of programs for older adults in their neighbourhoods
- Every year more older adults are improving their health and fitness and staying socially connected in winter months through the Seniors' Globe Walk. In the 2016 Globe Walk over 2400 older adults on 77 teams participated
- Programs are now available for older adults wanting to learn new skills to maintain independence
- Older adults have new opportunities to share their talents with the community
- Community leaders are being made aware that financial barriers prevent some older adults from participating

#### Impact

- Older adults have more options for activities and other ways of being included in the Saskatoon community thereby improving health and well-being and reducing isolation
- Development of neighbourhood programs and programs targeted to specific populations provides greater accessibility and reduces barriers to social participation for older adults throughout Saskatoon
- Increased social participation of older adults is leading to growing appreciation and understanding of the range and value of their contributions in the community

# #5 Respect and Social Inclusion

## Phase 2 Recommended Actions

- Implement campaigns and programs that counter ageist attitudes and beliefs, and raise awareness of the contributions that older adults make in the community.
- Research best practices on including older adults in community life and to create a culture of inclusion and appreciation.
- Research and develop an education campaign delivered through a range of mechanisms promoting images of positive aging and intergenerational interactions.
- Develop curriculum and training to counter ageism for health care and service providers.
- Inclusion of training on ageism in K-12 curriculum.
- Create better tools for lower income older adults to access information and the programs and services available to assist them.
- Improve awareness of the challenges facing rural older adults, and programs, supports and projects that can increase their social inclusion both locally and in urban life.

Cheryl L  
Rachel L



## SCOA Implementation Activities

- Collaboration with the Saskatchewan Human Rights Commission to address ageism and age related discrimination
- Working with the Saskatoon Health Region and the Ministry of Health on creating an age-friendly health care system
- Working with the Saskatchewan Ombudsman to raise awareness of barriers experienced by older adults in accessing public services
- Initiated intergenerational projects that decrease ageism by connecting older adults with young people
- Partnered with OUTSaskatoon with support from the University of Saskatchewan, School of Public Health, to address barriers facing LGBT older adults in congregate housing environment in Saskatoon, and develop training materials
- Partnered with the First Nations University of Canada and University of Regina to provide social work students with practicum experience working with older adults
- SCOA led an Aboriginal engagement project in Saskatoon to identify supports for older Aboriginal adults
- In response to issues of seniors bullying seniors in congregate living environments, SCOA partnered with community agencies to develop awareness training and intervention tools for management, staff and for older adult residents
- Partnered with settlement agencies to engage older immigrant adults in developing age-friendly services and supports
- Working with the City of Saskatoon to promote respect and social inclusion of older adults in City planning and service provision

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# #5 Respect and Social Inclusion

oadman, SCOA;  
Loewen-Walker, OUT Saskatoon



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SASKATOON STARPHOENIX  
Published on: February  
2016 | Last Updated:  
February 24, 2016 6:00 AM CST



## homes unfriendly for LGBT ors

A new study released by SCOA and Saskatoon looked at how facilities for older adults deal with lesbian, gay, bisexual and transgender (LGBT) people, and how people approaching their senior years feel about the prospect of moving into such a facility. ....

Photo Credit: Gord Waldner / The StarPhoenix

## Outcomes

- The Saskatchewan Human Rights Commission is engaging on issues involving the rights of older adults
- Creation of intergenerational projects connecting youth and older adults such as:
  - The Tech Buddy program with Holy Cross High School which matches older adults with students who help them learn skills to better use their electronic devices
  - Partnering with the Restorative Action Program to connect students and older adults in intergenerational learning
  - Partnering with Holy Cross High School on video storytelling
- The Saskatchewan Ombudsman has provided information sessions to older adults. Age-friendly training has been provided to the Saskatchewan Ombudsman staff
- SCOA is actively promoting the inclusion of marginalized older adults such as Aboriginal LGBT and immigrant older adults
- The City of Saskatoon has incorporated an age-friendly lens into its planning and service provision

## Impact

- Older adults are actively involved in countering ageism through their participation in intergenerational activities, projects with community agencies and older adult abuse prevention initiatives
- The Saskatchewan Human Rights Commission is committed to acting on age related discrimination
- The Saskatchewan Ombudsman is actively addressing older adult complaints in an age-friendly manner
- Older adults have more options for inclusion in the Saskatoon community

# #6 Civic Participation and Employment

## Phase 2 Recommended Actions

- Enhance existing programs/services that specifically connect older adults to volunteer opportunities. Encourage volunteer organizations to provide training to support older adults volunteering.
- Promote older adult volunteering through public education and awareness.
- Help older adults (re) connect to the workforce through a strategic effort that:
  - o Promotes/provides low cost (re) training and educational opportunities for older adult workers
  - o Assists employers understand needs and the impact of workplace policies on older adult workers
  - o Raises awareness of the benefits of hiring older adults
  - o Assesses labour market needs to fully connect older adult workers
  - o Reviews government policies that impact older adult workers remaining in the labor market or in reconnecting to the workforce
  - o Supports older adult entrepreneurship
- Develop resources that support a multigenerational workforce and age-friendly work environments.
- Support lifelong learning through enhanced training and educational opportunities for older adults.

## SCOA Implementation Activities

- Met with the Ministry of the Economy to discuss older worker issues and the need for a recruitment and retention strategy for older workers that includes a focus on reducing ageism and age-related discrimination
- Providing age-friendly workplace training for businesses and community service organizations
- Developed and delivered training to care aides and other support staff on providing age-friendly care
- Met with Business Improvement Districts in Saskatoon and the Partnership to discuss age-related business opportunities and an application of an age-friendly lens on their services
- Provided training for older adult volunteers and volunteer opportunities
- Meetings with government ministers and with the Saskatoon caucuses of the Saskatchewan Party and the New Democratic Party
- Developed print and web based background information on issues of importance to older adults with suggested questions for older adults to pose to candidates in federal, provincial and municipal elections.
- Met with candidates during civic, provincial and federal elections
- Partnered with the Saskatchewan Registered Nurses Association and the Saskatchewan Society of Occupational Therapists for a provincial election forum on seniors' issues attended by over 100 older adults in 2016.



# #6 Civic Participation and Employment

## Outcomes

- The Premier of Saskatchewan, the Minister of Social Services and the Ministry of the Economy have been made aware the need for a recruitment and retention strategy for older workers
- Training delivered to care aides and other support staff on age-friendly services to older adults. 70 staff members of 4 older adult residences received training
- Developed and delivered the “Seniors’ Bullying Seniors” presentation and training material to over 100 older adults and staff to date, with many more planned
- Planning a Volunteer Connector event to match older adult volunteers to schools and community agencies needing volunteers
- Hosted an education forum for 2016 provincial election candidates
- Planning a candidate forum for 2016 municipal election



Photo Credit: Creative Commons

## Impact

- The provincial government is aware of older worker issues and the need for a recruitment and retention strategy for older workers
- Older adults are supported in civic participation by several means such as relevant background information and forums where they can discuss issues important to them with political candidates
- Connections with community decision makers are leading to improved social wellbeing and connectivity between older adults and the community
- Awareness of the need to create age-friendly environments is increasing

**“Many older adults workers have significant contributions to make to the economy”. Focus Group Participant**

# #7 Communication and Information

## Phase 2 Recommended Actions

- Enhance existing programs/services that specifically connect older adults to volunteer.
- Develop a well-coordinated and comprehensive information system relevant to older adults.
- Develop innovative strategies to disseminate information about City of Saskatoon programs and services for older adults.
- Ensure existing “211” and related services are funded and the 211 service is age-friendly.
- Develop and adopt best practices and an age-friendly lens for communicating with a diverse older adult population.
- Promote age-friendly training to public and private sector organizations involved in providing information and communicating with older adults.
- Develop and facilitate the use of current and emerging technology to enhance access to information.
- Increase access to computers and internet services for older adults.

## SCOA Implementation Activities

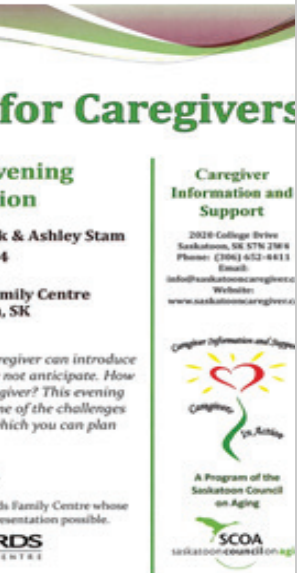
- Positive Aging Resource Centre resources are maintained and current in both print and online
- Reviewing the annual Directory of Services and Social Activities for Older Adults for age-friendliness. The Directory is online on SCOA's website
- Support for the United Way 211 Saskatchewan
- Increased accessibility to Caregiver Information and Support through phone line, website, workshops, presentations and the Caregiver Guide
- Reviewed Coming of Age publication to ensure age-friendly readability
- E-newsletter is distributed to keep members up-to-date
- Volunteer e-newsletter is distributed with volunteer information and opportunities
- Website reviewed and revised to improve age-friendliness and increase accessibility for SCOA community resources and information
- Production and distribution of an annual Positive Aging Calendar in partnership with the Saskatoon Health Region
- Published reports, policy documents and brochures that highlight SCOA's focus on integrating age-friendly concepts and principles and advancing knowledge about the eight dimensions of an age-friendly city
- Meetings with the local media on age-friendly initiatives and goals
- Implementing programs to enhance older adults' technology skills
- Working with the City of Saskatoon to enhance access to information such as their review and revision of website and attendance at Spotlight on Seniors



# #7 Communication and Information

## Outcomes

- SCOA has become the hub of information for older adults in the community ensuring one-stop shopping
- Community partners are working closely to ensure older adults are aware of activities and information available to them
- United Way 211 Saskatchewan contains information useful for older adults
- Provides increased accessibility to information and support for caregivers
- Coming of Age publication is distributed to over 5,000 members in the community in print and online format
- E-newsletter increases accessibility to information monthly keeping members up-to-date on SCOA and community activities and initiatives
- SCOA website increases accessibility to SCOA and community resources and information
- Numerous reports, brochures and policy documents raised awareness about the importance of creating an age-friendly community and generated interest in community change in Saskatoon
- Increased media coverage focusing on older adults and age-friendly related topics and media is using SCOA as an expert
- Older adults access to communication and information is enhanced by their use of technology
- Older adults have increased accessibility to information on City of Saskatoon programs and services



## Impact

- Older adults are more aware of the services and supports available
- The community is more aware of the need to provide information to the older adult population in an age-friendly manner
- There are increased avenues for older adults to access information on services and supports

# #8 Community Support and Health Services

## Phase 2 Recommended Actions

- Expand the current mental health, geriatric, palliative care and hospice programs within the Saskatoon Health Region.
- Review and enhance housing options that support health, quality of life and aging in place.
- Utilize an age-friendly policy framework when reviewing and implementing health and community service delivery.
- Research, develop and implement innovative interdisciplinary strategies and collaborative partnerships with community based organizations for the provision of services for older adults.
- Implement educational opportunities for health professionals in specific therapies where there is an identified need.
- Include an age-friendly focus in health program curricula.
- Strengthen the capacity of community based organizations focused on meeting the needs of older adults.
- Build capacity of volunteer services to support older adults in the community.
- Develop age-friendly approach to delivery of Saskatoon police and fire and protective services.

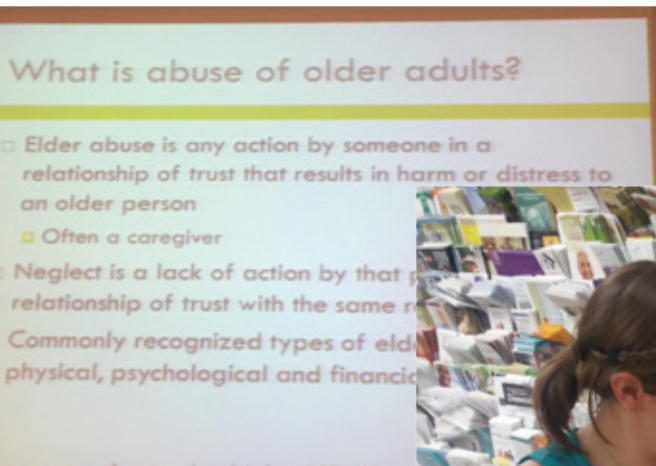
## SCOA Implementation Activities

- Discussions with senior representatives of the Saskatoon Health Region (SHR) to address system changes that reflect the recommendations from older adults during the **Age-Friendly Saskatoon Initiative**
- Participation in the Saskatchewan Centre for Patient Oriented Research, a multi-stakeholder initiative focusing on patient engagement in health research
- Discussions with the Saskatchewan Ombudsman on long term care for older adults
- Co-hosting a workshop with the Saskatchewan Registered Nurses Association on a priority direction for the provision of age-friendly health services
- Met with regulatory bodies of professional health providers, such as physicians, nurses and occupational therapists, on age-friendly education
- Participation in the Health Quality Council Emergency Department Wait Time project
- Representation on the Saskatoon Health Region's Abuse-free Environments for Long Term Care Residents Development Committee
- Consulted with the Ministry of Health re Mental Health Task Force and the Ministry of Social Services re Disabilities Strategy to ensure inclusion of older adults in these initiatives
- Participated in the Ministry of Health's review of the Personal Care Homes Regulations
- Participated in consultations by Saskatchewan Health Research Foundation on engagement of community members in health research
- Participated in consultations with Ministry of Health Senior's Continuum of Care in Saskatchewan
- Participation on the Saskatoon Health Region's Home First project evaluation team
- Provided education on concepts related to age-friendly healthcare and other community services at a number of conferences, workshops, student groups

# #8 Community Support and Health Services

## Outcomes

- Work with the Saskatoon Health Region is leading to increased awareness of the issues and needs of seniors. Some departments are reviewing their patient management policies
- The Provincial Government has an increased sensitivity to the inclusion of older adults in decision making and policy development in health care
- Professional associations are more sensitive to the needs of older adults
- Older adults have been included in the Disability Strategy and the Mental Health Strategy
- Researchers are becoming sensitized to the needs of the older adult participant and older adult subject



“Older people require a health care system that keeps them healthy”.  
— Group participant

## Impact

- Older adults are becoming more engaged in health system policy and planning
- The research community is becoming appreciative and considerate of the older adult
- Professional regulatory bodies are aware of the need for an age-friendly lens in their practices

## Best practice examples: **Age-friendly Saskatoon Initiative**

### **Aboriginal Engagement in an Age- friendly Saskatoon:**

SCOA engaged two Aboriginal project workers to lead the project. Their work involved engaging with Aboriginal seniors and elders in the community to:

- Hear directly from older Aboriginal people about their experiences of growing older
- Identify ways to include Aboriginal voices in the discussions on making Saskatoon an age-friendly community
- Identify needs and ideas about what is necessary to improve their quality of life
- Identify suggestions for change that can be provided to Aboriginal leaders

The final report on this project includes a report back on this work, as well as recommendations on building a Saskatoon community response to the needs of Aboriginal older adults.

### **Gay, Lesbian, Bisexual & Transgendered (LGBT) Residential Care Project**

The Saskatoon Council on Aging partnered with OUTSaskatoon to examine ways to meet the needs of older lesbians, gay men, bisexuals and transgender individuals living in residential care environments. This project reached out to the community to identify the challenges faced by both LGBT older adults and residential care environments and to then to offer practical solutions to support the development of training and policies considerate of the needs, fears, and preferences of LGBT older adults.

A training manual is completed and this along with information sessions will be provided to the residential care environment facilities in Saskatoon to support their efforts at creating safe and friendly environments for everyone.

### **Resident on Resident Aggression “Bullying” Project**

The “Bullying” project is working with the community to identify tools that can be used to reduce/eliminate this activity in congregate or residential living environments. Conversations with the community highlighted the need for a positive response to a pervasive problem of bullying in Saskatoon residential facilities for older adults. The project is researching interventions and developing training tools that will assist management, staff and residents to create safe, respectful communities. Completion date for the project materials is late 2016 at which time these tools will be made available.

### **SCOA Seniors’ Globe Walk**

During community consultations for the **Age-Friendly Saskatoon Initiative**, older adults identified the need for more physical activity and social opportunities during the winter months. The Globe Walk Challenge is a response to that need. In 2016 almost 2500 older adults on 77 teams participated.



## Impact Evaluation

The impact evaluation examines the extent to which the activities of the **Age-Friendly Saskatoon Initiative** successfully changed the community. In order to measure outcome at this early stage of the implementation process, the **Age-Friendly Saskatoon Initiative** used a survey methodology to identify the influence and impact of the project.

Different surveys were developed for each of the following groups:

- older adults in Saskatoon
- community service providers or leaders in Saskatoon
- the Board and staff of SCOA

An overall summary of the results of these surveys indicates that a large majority of the respondents identified that the **Age-Friendly Saskatoon Initiative** is:

- Creating positive views in the community's appreciation of older adults
- Raising awareness of the needs of older adults
- Increasing programs and services for older adults
- Increasing the inclusion of older adults' voices in planning and prioritizing community projects

## Organizational Survey

A survey was emailed (n=400) and mailed (n= 24) to organizations for a total of 424 that participated in the Phase 1 and 2 activities. There were 64 responses representing a response rate of 15.09 percent.

**“Participants: 64  
Response rate: 15.09%”**

The survey contained 12 questions, of which the key answers are summarized in the comments below. The participating organizations noted the following:

- The **Age-Friendly Saskatoon Initiative** is, according to the majority of respondents, changing the way they view their service delivery to the older adult community. They indicated that they are now considering age-friendly concepts in their program and planning activities. They believe benefits have resulted; however, only one-third (~20 organizations) created new or changed existing programs or services.
- Limited financial and human resources created the main barriers. New staff could not be brought on to support the development, creation and delivery of new age-friendly programs and services. A lack of demand for programs, services and support by older adults was also seen as a barrier in a few instances.
- An important aspect of age-friendly is the engagement of older adults in leadership and decision making opportunities within their community. Unfortunately, less than 40 percent of organizations indicated they would give some consideration to engaging older adults in this manner.

In summary, the survey suggested that organizations are starting to consider age-friendly practices, but continued work is needed to sustain existing successes and to promote further gains.

## Older Adult Survey Results

A majority of respondents from the older adult surveys identified that the project achieved its goal of invigorating a conversation in the Saskatoon community about creating an age-friendly environment.

As older adults are the beneficiaries of the **Age-Friendly Saskatoon Initiative** activities, their assessment of the project's work is important. A survey was developed with a number of methods used to connect with older adults:

- Email invitation to older adult members of SCOA asking older adult members to participate in an online survey
- Invitation in the Saskatoon Council on Aging Eblast newsletter asking older adult members to participate in an online survey
- Paper surveys handed out to attendees of the Saskatoon Council on Aging Spotlight on Seniors and to visitors to SCOA office

A total of 62 responses were received from these contacts. The respondents noted the following:

- Almost three-quarters have awareness of the **Age-friendly Saskatoon Initiative** with one-third indicating they possess significant knowledge. These numbers indicate a high degree of awareness.
- Two-thirds indicate they have seen some level of community change as a result of the work by **Age-Friendly Saskatoon Initiative**.
- A large number of older adults strongly support the community increasing resources towards age-friendly work with clear emphasis on transportation, housing and accessibility.

The survey and results can be found in the technical report.

## Staff Survey

The SCOA staff were asked a short series of survey questions to gauge their views and assess the impact of the **Age-Friendly Saskatoon Initiative** on their work.

All staff members view the **Age-Friendly Saskatoon Initiative** as having a positive impact on the community and SCOA. They note that it is changing many aspects of current operations. Staff also note that continuing to engage in the intensive work of creating an age-friendly Saskatoon will increase demand on SCOA and necessitate increased resources.

## Board Survey

The SCOA Board responses to the survey noted that the **Age-Friendly Saskatoon Initiative** has increased awareness of the importance of creating an age-friendly Saskatoon. They noted that new partnerships have developed with many key stakeholders making positive changes through new and innovative initiatives.

The Board also identified that the project has had a direct impact on the way SCOA works to achieve its vision and mission. The Board identified that SCOA has a responsibility to continue this important work.

# Impact On The Saskatoon Council On Aging

The **Age-Friendly Saskatoon Initiative** has had an impact not only on the community but also on the Saskatoon Council on Aging (SCOA) itself.

In the case of the community, the project engaged in community conversations and actions to facilitate collective change – a community that appreciates the older adult population and understands its responsibility in creating conditions that promote quality of life for its older citizens.

In the case of SCOA, the Board undertook a one year strategic planning process to examine the incorporation of age-friendly concepts, principles and philosophy into its vision and mission. A number of recommendations were developed and approved by the Board that include:

- Incorporating age-friendly branding
- Undertaking specific work that would advance the creation of an age-friendly city
- Modifying the existing organizational structure to support implementation
- Identifying resources necessary to adopt the Board recommendations

## IMPACT ON SCOA'S ORGANIZATIONAL ALIGNMENT

- Vision, mission and strategy aligned
- Financial, budget and service offerings aligned
- New approaches and solutions identified
- Leadership provided within the community
- Fresh alliances within the community and across community created and sustained
- The diversity of older adults and their voices are a focus



**“We want to change the way our community goes about its business when it comes to responding to our older adults citizens”**

**Candace Skrapek, Co-chair, Age-friendly Saskatoon Initiative**

*Jeanette Weber, SCOA volunteer*

# Conclusion

## Age-Friendly Saskatoon Initiative: Lessons

Developing the **Age-Friendly Saskatoon Initiative** data (Phase 1) and recommendations (Phase 2) were just the first step in creating an age-friendly Saskatoon. For the **Age-Friendly Saskatoon Initiative** to contribute to the successful evolution of the community, the recommended actions must be effectively implemented and sustained by community stakeholders.

Challenges and barriers to implementation of the recommended actions for the Saskatoon Council on Aging (SCOA) and the community were identified and include the following:

1. Resources (people and money) to support the implementation of the recommended actions. Externally, many stakeholders experience significant resource limitations. Internally, facilitating the implementation of recommended actions requires significant resource allocation
2. High stakeholder expectations (older adults) without pre determined baseline measures of success (i.e. how do stakeholders measure success)
3. High stakeholder expectations (community organizations) for support from SCOA because they do not have the resources
4. Some stakeholders' (community organizations) reluctance due to competing internal priorities
5. Varying levels of community leader support (internal commitment) means continuous engagement required
6. Shifting landscape of older adults and community stakeholders with differing views and measures of success
7. Difficult to establish some outcomes and causal linkages between short and long term outcomes
8. Difficult to establish accountabilities for success since implementation of recommended actions is the responsibility of individuals and community stakeholders
9. Long term commitment to measuring activities and reporting publicly on action plan outcomes (e.g., ongoing or every 3-5 years) is necessary as community change is a long term process

## *SCOA's 25th Anniversary Luncheon*



# The Way Forward

**Developing cities which meet the interests of all generations remains an important goal for economic and social policy. The future of communities across the world will in large part be determined by the response made to achieving a higher quality of life for their older citizens.**

**U.K. Urban Aging Consortium 2014**

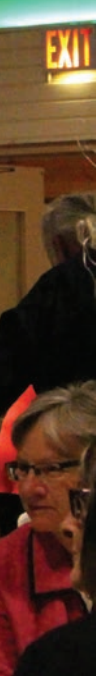
This *Age-Friendly Saskatoon Initiative: Implementation and Evaluation* report reflects a midpoint in the monitoring of the implementation of the recommended actions. The analysis concludes that progress has been made toward the achievement of goals of the **Age-Friendly Saskatoon Initiative**. There is evidence that the implementation activities are moving forward and beginning to create community change.

In response to the myriad issues presented by an aging population SCOA has become an aspirational leader engaging with community partners to identify and implement innovative upstream solutions that move the community toward a good quality of life for all older adults.

Key successes to date include:

- Meaningful engagement of older adults in decision making in our community
- Willingness of the City of Saskatoon and community based organizations to look at up-stream responses to population aging issues
- Increased attention to research that is evidence based and relevant to the local experience to inform work around age-friendly issues
- Collaboration with policy makers, academics, service providers and practitioners in developing age-friendly policy responses to an aging population

SCOA's **Age-Friendly Saskatoon Initiative** has provided an essential model for understanding the experience of the older adult in our community through a common language and framework. Decision makers are now beginning to use this age-friendly policy lens to shape responses to the needs of the older adults in the community. SCOA will continue to be a champion for the engagement of older adults in creating an age-friendly Saskatoon.



**SCOA: Working with Saskatoon's older adults to add their voices to the conversation about an age-friendly Saskatoon where everyone ages successfully.**

# Key References

## Age-friendly

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## Evaluation

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- Portland State University Institute on Aging/AARP. (2014) Evaluating Your Age-Friendly Community Program A Step-by-Step Guide*
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# Glossary

Definitions have been taken from the World Health Organization Glossary and other reference documents. In some instances, glossary terms have been adapted to Saskatoon's experience.

**Accessibility:** removal of the barriers to entering and receiving services or working within any setting.

**Active Aging:** process of optimizing opportunities for health, participation and security in order to enhance quality of life as people age.

**Affordable Housing:** housing of a reasonable quality that people on modest incomes can afford.

**Ageism:** The negative stereotyping or discrimination of people on the basis of age.

**Age-friendly city:**

- Recognizes the wide range of capacities and resources among older persons
- Anticipates and responds flexibly to aging-related needs and preferences of seniors
- Respects the decisions and lifestyle choices of older adults
- Protects older adults who are most vulnerable
- Promotes their inclusion in and contribution to all areas of community life

**Aging in place:** Meeting the desire and ability of people, through the provision of appropriate services and assistance, to remain living relatively independently in the community in his or her current home or an appropriate level of housing.

**“Boomer” Population:** A portion of the population that was born between 1947 and 1966.

**(The) city:** Pertains to the overall city, including municipal government, businesses, organizations, events etc.

**City of Saskatoon:** The municipal government of Saskatoon.

**Community:** Includes where you live, work, play (may be broader than a geographical neighbourhood).

**Intergenerational:** A program, initiative, or activity in which older adults and children and/or youth explore their commonalities and differences, creating mutual understanding and strengthening community.

**Positive aging:** An approach which recognizes that growing older is a part of living; recognizes the interdependence of generations; recognizes that everyone has a responsibility to be fair in their demands on other generations; fosters a positive attitude throughout life to growing older; eliminates age as a reason to exclude any person from participating fully in community life; promotes a commitment to activities which enhance well being and health, choice and independence, and quality of life for all ages; encourages communities to value and listen to older people and to cater for the diverse preferences, motivations, characteristics and circumstances of older persons in a variety of ways.

**Housing stock:** The total number of dwelling units in an area and in some cases, information on type, size and age of properties whether they are rented or owned.

**Independent living:** Living at home without the need for continuous help and with a degree of self determination or control over one's activities.

**Lead Agency:** The organization that plays an initiating/facilitating role in guiding the process to pursue the goal/action.

**Older adult:** Refers to people aged 55 years and beyond.

**Stakeholder:** Any individual or organization that has an interest in the delivery of services to older adults.

**Universal design:** a design of places, things, information, communication, and policy to be usable by the widest range of people operating in the widest range of situations.

# Age-friendly Saskatoon Initiative: Implementation and Evaluation

A full technical report is available on the **SCOA web site**.  
[www.scoa.ca](http://www.scoa.ca)

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