

Municipal Action Plan for Seniors 2018-2020

Montréal, a city reflective of seniors' needs



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MUNICIPAL ACTION PLAN



MESSAGE FROM THE MAYOR

Seniors played a major part in building today's society. Their skills, experiences and knowledge are a source of collective wealth. The municipal administration recognizes their contribution and is committed to taking action to ensure that they can thrive in Montréal.

The municipal administration has a duty to ensure that Montréal, as an age-friendly city, responds sustainably to the rapid rise in the senior population across the city. Making sure seniors enjoy mobility, reducing social disparities, promoting citizen participation—these are just a few of the objectives covered under the Municipal Action Plan for Seniors 2018-2020. Inspired by the new Policy on Social Development ("Montréal de tous les possibles!"), the actions set out in the plan will allow senior citizens to lead full and fulfilling lives in Montréal.

Proud of the contribution of various business units to this action plan, I would like to commend the involvement of community-based actors – institutions, local community and business leaders – who contribute to the well-being of Montréal's senior population and play a part in the city's development.

The municipal administration pledges to make every effort to improve the quality of life of seniors who've chosen to remain in Montréal.

To meet the challenge posed by aging in our society, we must channel the dynamic forces at play in our society in an effort to chart a course towards a promising future in a prosperous metropolis.

A handwritten signature in black ink, which appears to be 'V. Plante'.

The Mayor of Montréal,
Valérie Plante



MESSAGE FROM THE ELECTED OFFICIAL RESPONSIBLE FOR SOCIAL AND COMMUNITY DEVELOPMENT, HOMELESSNESS, YOUTH, THE STATUS OF WOMEN, SPORTS AND RECREATION

The Municipal Action Plan for Seniors 2018-2020 is a reflection of Montréal's rich and varied mosaic—of which seniors are an integral part. With some 40 actions, it offers answers to the realities and manifold needs of seniors living or working in Montréal.

In building this action plan, we drew inspiration from the Policy on Social Development ("Montréal de tous les possibles!") to set out four areas of action:

- A city and neighbourhoods on a human scale
- In favour of greater social cohesion
- Seniors engaged in their communities
- Seniors at the heart of our partnerships

Some 15 business units at the city mobilized around these areas, together with partners concerned about the quality of life of our seniors. I thank them all for their work and willingness to adapt their offer of services to the needs and aspirations of our seniors.

We're especially proud to have put together this plan with the participation of seniors and organizations working on their behalf. As part of a participative effort from January to March 2018 that included a survey and public consultation groups, we were able to elicit constructive feedback, which in turn allowed us to design an action plan that supports the well-being and integration of Montréal's seniors. The actions outlined in this plan were thus determined by taking into account their needs with the ultimate objective of providing a dynamic living environment where seniors feel a sense of belonging, have the opportunity to actively contribute to the development of their communities, and make their voices heard.

By pursuing this plan today, the municipal administration is consolidating actions that appeal to the community spirit and partnership necessary to meet emerging challenges and help seniors lead fulfilling lives in Montréal. Above and beyond the principles, issues and commitments, we reaffirm our deeply held desire to collectively meet the expectations and concerns of our seniors, and our intention to make Montréal a city where all citizens can live their best lives!

The member responsible for social and community development, homelessness, youth, the condition of women, sports and recreation.

A handwritten signature in black ink, reading "R. Filato".

Rosannie Filato
Member of the Executive Committee

FROM A GLOBAL INITIATIVE TO A MUNICIPAL ACTION PLAN

“Staying active while aging is part of an overall life perspective influenced by several factors, isolated or associated, that promote good health, participation and safety during old age.”

World Health Organization (WHO)

The Global Age-friendly Cities project was conceived in June 2005 at the opening session of the XVIII IAGG World Congress of Gerontology and Geriatrics in Rio de Janeiro (Brazil). In 2007, the WHO published and implemented *Global Age-Friendly Cities: A Guide* in 33 cities worldwide with a mission to “engage cities to become more age-friendly so as to tap the potential that older people represent for humanity.”¹

In Québec, the Ministère de la Famille et des Aînés (MFA) established the Age-friendly Municipality (AFM) initiative (initially called Age-friendly City), inviting cities to adopt a policy and an action plan in favour of seniors.

In the spring of 2010, the municipal administration signed an agreement with the MFA that allowed it to develop a three-year action plan aimed at meeting the real needs expressed by Montréal seniors. City council adopted the Municipal Action Plan for Seniors 2013-2015, the first action plan of its kind, in the fall of 2012. Its action strategies were founded on seven main principles from which arose seven major commitments. The mandate of implementing the plan was entrusted to the Service de la diversité sociale et des sports (SDSS), which thus became coordinator of the initiative. Once completed, this action plan was extended for a year, until 2016.

For several years, the municipal administration has been taking concrete action in its areas of jurisdiction with the objective of offering services and infrastructures that are better adapted to seniors’ living conditions. Becoming an “age-friendly city” means offering a living environment conducive to active aging so that all seniors, regardless of their circumstances, can contribute fully to family and community life.

Today, the municipal administration is renewing its action plan for seniors by setting out priorities for the years 2018 to 2020. This plan, which stems from the Policy on Social Development (“Montréal de tous les possibles!”), is meant to complement the city’s other sectoral plans covering issues that may be of concern to seniors:

- Action Plan 2015-2018, *For the equal participation of women and men in Montréal life*
- Action Plan on Universal Accessibility 2015-2018
- Master Plan for Sports and Urban Recreation
- Montréal Master Plan
- Sustainable Development Plan 2016-2020;
- The Société de transport de Montréal’s Universal Accessibility Development Plan 2016-2020

¹ World Health Organization. *Global Age-Friendly Cities: A Guide*, WHO Press, Geneva, 2007

ACTION PLAN DEVELOPMENT PROCESS

A collective effort

In 2017, the municipal administration issued a report on the achievements recorded during the four-year implementation of the first municipal action plan for seniors. This process allowed it to measure the progress achieved, improve its understanding of the realities faced by the city's senior population and better meet their needs, and strengthen its partnership by adopting policies, action plans and programs based on greater cooperation.

Meanwhile, central departments as well as companies and paramunicipal organizations updated the overview of municipal actions with seniors. Six sections – covering development and the quality of living environments, housing, urban mobility, safety in living environments, culture, sports, recreation, social development and human capital – describe structures and actions, together with the challenges to meet in order to support Montréal's senior population in years to come.

These two initiatives helped highlight the city's strengths and assets when it comes to supporting seniors, as well as the main issue-driven challenges the city will have to meet in order to fulfill their aspirations. The expertise and the systematic consideration of seniors' needs are among the strengths developed by several boroughs and city departments in an effort to integrate universal accessibility into the development of projects (urban planning, architecture, etc.) and the offer of services (sports, recreation, culture, etc.). In terms of assets, we can cite, by way of example, the city's numerous action plans and policies adopted over time, among them the Municipal Policy on Universal Accessibility and the Action Plan on Universal Accessibility, the Policy on Social Development, and the Action Plan on Homelessness.

In addition, the municipal administration has taken the time to update its assessment of issues experienced by Montréal seniors and collectively reflect on new orientations and actions for 2018-2020. To this end, it teamed up with experts, with whom it conducted interviews, then chaired meetings with two committees, each with a specific mandate:

- The advisory committee (AC) was made up of one elected official, two borough representatives (Mercier–Hochelaga-Maisonneuve and Le Sud-Ouest), three representatives of non-profit organizations (NPO) working with seniors (Table de concertation des aînés de l'île de Montréal, Fédération de l'Âge d'Or du Québec – Région Île de Montréal [FADOQ] and the Association québécoise de défense des droits des personnes retraitées et préretraitées), two representatives of public institutions (Direction régionale de santé publique du CIUSSS du Centre-Sud-de-l'Île-de-Montréal and Société de l'assurance automobile du Québec [SAAQ]), and representatives of the Bureau du développement durable and the Service de la diversité sociale et des sports. In regards to issues faced by seniors, the advisory committee's role consists chiefly of formulating recommendations on content, on elements of the policy, and on the orientations and actions proposed. As well, the committee members liaise and mobilize with their respective organizations, members (organizations and individuals) and partners in order to promote the initiative and solicit the participation of everyone.

- The municipal representatives committee (MRC) was made up of 15 administrative units (central departments, paramunicipal companies and organizations, and boroughs). The committee members' chief role was to propose actions related to objectives, actions that could be carried out in their respective business units. They also acted as agents of mobilization and influence charged with publicizing the initiative with their business units and partners.

A participative approach

In order to solicit opinions on the needs of seniors and identify objectives and actions to implement, the municipal administration held consultation meetings with organizations and seniors. In advance of these meetings, an online survey was held through Making Montréal, the city's citizen consultation platform. Measures were also put forward to promote participation in the survey by telephone and in person. A briefing document was published as well. Its aim was to encourage citizens to organize "kitchen assemblies" in order to be better prepared to answer the survey and participate in the consultation meetings held by the city. The survey made it possible to elicit timely feedback on the proposed objectives and strategies.

The municipal administration held six subsequent consultation meetings, and various organizations concerned with issues facing seniors held an additional 11 consultation meetings. Out of a total of 2,346 participants, 1,452 responded to the survey. Women accounted for 74% of respondents, people between the ages of 65 and 74 accounted for 41% of respondents; meanwhile, 17% of respondents were over the age of 75, and 27% were anglophone.

Out of the survey and the meetings, three principles geared to ensuring that seniors can thrive in Montréal were identified:

- Account for the needs and well-being of seniors;
- Accessibility;
- Increased support for vulnerable persons and communities.

Among the needs expressed most often were mobility, security, meeting essential needs (housing, nutrition and leisure activities), participating in decision-making, breaking isolation, and staying active and autonomous.

DIAGRAM OF THE ACTION PLAN DEVELOPMENT PROCESS



SENIORS AT THE HEART OF SOCIAL DEVELOPMENT IN MONTRÉAL

The Municipal Action Plan for Seniors 2018-2020 is intended to meet the needs of seniors living or working in Montréal neighbourhoods as adequately as possible, regardless of their ethnic, cultural, religious or gender identity, social condition, or health condition. In a concern for equality and solidarity, the municipal administration pays particular attention to seniors in a vulnerable situation and at risk of social, economic or cultural exclusion. The exercise of renewing the Action Plan for Seniors stems from the Policy on Social Development ("Montréal de tous les possibles!") adopted by city council in June 2017. It is a sectoral version of the Policy on Social Development, a guide that consolidates actions geared to seniors.

OUR VISION

Montréal is a city founded on the values of solidarity and inclusiveness and composed of cultural and sustainable neighbourhoods where citizens can live fulfilling lives based on contributions from the entire population, including seniors and social actors. The municipal administration wishes to ensure that each senior can achieve his or her life project and thus find happiness where they live.

OUR VALUES

The municipal administration is committed to taking action to ensure that the rights and freedoms of the city's senior population are recognized, while enjoining seniors to become engaged in the development of their communities, in keeping with the values set out in the Policy on Social Development: RESPECT, DIGNITY, EQUALITY and SOLIDARITY.

OUR PRINCIPLES

1. *The realities faced by seniors at the heart of decisions made by the city*

The municipal administration supports efforts to take into account the needs of seniors and encourages municipal actors to consider the impact of each action on the quality of life of seniors. This principle finds expression in an openness to the manifold realities faced by this population, with a special focus on seniors who are alone, isolated and marginalized, and on seniors from various cultural backgrounds.

2. **Inclusion for all**

The municipal administration places the social and economic inclusion of all citizens at the heart of its decision-making in order to ensure equality of opportunity and help Montréal seniors develop their full potential. In addition, the municipal administration favours an offer of services adapted to the realities of seniors by adopting an analysis tool that eliminates sources and manifestations of inequality between men and women.

3. *Flexibility of approaches and means*

The municipal administration supports initiatives that show flexibility and make it possible to constantly adjust to the needs of seniors and communities based on the realities experienced by each.

4. *Accessibility*

The municipal administration considers that city's development is real when all seniors can use the services offered to the entire population. By accessibility, we mean not only the notion of universal accessibility in relation to functional and motor limitations, but also all forms of accessibility, that geographic, financial, or even language- or communication-based.

5. *The participation of seniors in reflection processes that concern them*

The municipal administration encourages seniors and various Montréal actors capable of contributing to social development to participate in its reflection process and its actions, before decisions are made.

6. *Increased support to vulnerable persons and communities*

The municipal administration recognizes that seniors and vulnerable communities require attention as well as ongoing intensive actions intended to give them access to a better quality of life.

PORTRAIT OF MONTRÉAL SENIORS

Seniors: A diversity to be recognized, a wealth of potential from which to draw

What does it mean to be a senior? Is a senior someone who's retired, of senior age or golden age, a grandfather or a grandmother? When do we become seniors? Is it only a question of age? And how do we avoid falling prey to stereotypes when we address the subject? So many questions are raised when we undertake to draft an action plan, and each informed response, short of generating consensus, reflects wide-ranging individual experiences and visions of what it means to age.

But is it necessary to find answers to all these questions, given that seniors form a human mosaic wherein each life path is unique? Indeed, as well as belonging to various age groups, seniors don't share the same cultural affiliations or lifestyle habits, or the same education, wealth, or family and social experience. Added to this are differences in gender, sexual orientation, health condition and level of autonomy. Some are better off, therefore, while others are better surrounded, and others still are isolated, have few resources, or live in poverty.

At the conclusion of the discussions and the reflection process, however, there remains a consensus within the municipal administration: Seniors are full-fledged citizens, and all possess a potential well worth tapping. Moreover, they have a wealth of skills and knowledge to pass on, and time to dedicate to their communities. Each is able to contribute in their own unique way, according to their abilities. In this regard, a great many seniors actively contribute to the dynamism of their community thanks to their social engagement.

A growing population

A 2016 study on demographic forecasts² led by the Institut de la statistique du Québec (ISQ) suggests that the proportion of Montréal residents aged 65 and older has grown exponentially, reaching 17% of the total population in 2016. By 2036, people aged 65 and older are expected to account for 21% of Montréal's population and 28% of the population of Québec. The proportion of people aged 85 and older is expected to increase even more. The number of people aged 65 and older will surpass that of youth under 20 by 2023. The latter will see their numbers hold between 1.7 and 2 million during the forecast period.³

A few particularities

According to the same study, Montréal's senior population is also unique in that it includes a much higher proportion of immigrant seniors: 42% of people aged 65 and older were born in a foreign country, whereas in Québec, this percentage is only 7%. According to census data for 2011, women outnumber men, accounting for 60% of people aged 65 and older, and they are also more likely to experience poverty, with 25% of women living below the poverty line, compared to 17% of men.⁴ The initial results of the 2016 survey indicate that low income levels have increased sharply among people aged 65 and older.

Housing for Montréal seniors

The great diversity of senior housing reflects widely varying socioeconomic circumstances and preferences. The proportion of property owners is higher among seniors than it is in the general population: in 2011, 46% of seniors aged 65 and older were owners, while 54% were tenants; among people under 65, 33% were owners and 67% were tenants. In either case, seniors may occupy a duplex or triplex, a single-family home, a low-cost housing unit (HLM), or a condo or condo tower unit, some of which are reserved for autonomous seniors.

Some seniors have difficulty remaining owners owing to the cost of maintaining their property.

Many senior tenants, by contrast, live in precarious financial and social circumstances, with just over a third of tenants aged 65 and over living under the low-income cutoff and using more than 30% of their revenue for housing (a proportion equivalent to that of all households, regardless of age). In 2016, the average age of these tenants was 80. More than 69% of tenants are women.⁵ Some are fortunate enough to live in a social and community housing unit managed by a non-profit housing organization, the Office municipal d'habitation de Montréal (OMHM) or Société d'habitation et de développement de Montréal (SHDM), or by housing cooperatives. There are persistent needs, however, as indicated by the growing number of households on the waiting list for a low-cost housing unit.

² Institut de la statistique du Québec, *Perspectives démographiques 2011-2036*, édition 2014, et *Le bilan démographique du Québec*, édition 2016.

³ Institut de la statistique du Québec, *Perspectives démographiques du Québec et des régions, 2011-2061*, Édition 2014, Québec, p. 7.

⁴ Statistics Canada, 2011 National Household Survey

⁵ Ville de Montréal, *Le portrait de l'intervention municipale auprès des aînés – Fascicule 2 : L'habitation*, 2017.

Mobility among Montréal seniors

Montréal seniors consider themselves to be very active. According to the Origine Destination survey conducted by the Agence métropolitaine de transport (AMT) in 2013, public transit ranks third among the most widely used means of transportation among seniors. For many, it constitutes an indispensable service. A person aged 65 living on the island of Montréal takes an average of 2.9 trips per day.

In 2016, 53.7% of people aged 65 and older held a driver's license, accounting for 16.8% of Montréal drivers. The ATM survey also forecasts a marked increase in the number of senior drivers in the years ahead (increase of 3.2% compared to 2008).

Cycling is also increasingly popular among seniors, offering undeniable health benefits. Seniors who cycle do so almost exclusively for recreational purposes, and most use bike paths.

Walking, meanwhile, is practiced by 15.9% of people aged 65 and older, with public transit coming in at a close second (14.8%). The proportion of people aged 65 and older who say that they are afraid of walking alone in their neighbourhoods after dark is 42%. The proportion of seniors who use adapted transport (door-to-door public transit) has grown steadily in recent years. As of September 30, 2017, 70% of adapted transport clients were 65 and older, while 52% of clients were aged 75 and older.⁶

Seniors in the workplace

Some 50% of retired people return to the job market after a one-year absence, either for financial reasons or for the sense of usefulness or personal accomplishment it offers. Seniors currently account for a non-negligible labour force, at a time of growing staffing shortages. Employers have a vested interest in adapting their practices to the different realities of older workers and retaining them in their organizations.⁷

Social and volunteer involvement among Montréal seniors

According to data for 2012 from the Institut de la statistique du Québec, the proportion of Montréal seniors with a low (or very low) sense of belonging to the local community is 33.7%, or about one in three. That percentage is comparable to the rest of Québec (34.5%), but it remains higher than it is in comparable Canadian cities, such as Halifax (22.7%), Toronto (26.7%), Winnipeg (24.7%), Edmonton (29.9%) or Vancouver (23.7%). Québec also has the distinction of being the Canadian province with the lowest proportion of seniors who know their neighbours: about 44% of Québécois aged 65 and older know the residents of their neighbourhoods well, while this rate varies from 47% to 54% in Ontario, British Columbia and the Prairies.

⁶ Ville de Montréal, *Le portrait de l'intervention municipale auprès des aînés – Fascicule 3 : Les déplacements urbains*, 2017.

⁷ Ville de Montréal, *Le portrait de l'intervention municipale auprès des aînés – Fascicule 6 : La personne aînée : capital humain*, 2017.

Montréal seniors and culture

In June 2017⁸, close to 40,000 seniors, mostly women (63%), held subscriptions to Montréal libraries, with seniors accounting for 10% of subscribers. Seniors are also major consumers of cultural events, such as music or choral concerts, dance shows, theatre performances, exhibitions, outdoor concerts in parks, or repertoire films. A 2012 survey conducted by the Léger firm showed that seniors aged 55 and older accounted for the largest proportion of the Accès culture network's clients (53%).

Vulnerability among Montréal seniors

Vulnerability factors among seniors may be divided into two categories. The first is comprised of internal factors: an experience that changes a person's living conditions, recourse to a family caregiver, poverty, highly precarious living conditions (including homelessness), incapacity, lack of a support network, non-use of resources. The second category is made up of external factors: an ill-adapted or unsafe environment, absence or inaccessibility of resources, ageism in society, elder abuse, criminality, community weak in social capital, etc.

Moreover, people who grow old alone are more likely to experience poverty and social exclusion. They constitute a vulnerable population closely affected by such phenomena as isolation and homelessness. Organizations assisting disadvantaged people confirm that they are seeing more and more seniors.

Safety of seniors

Maltreatment and criminality are two external factors that affect the safety of seniors. Maltreatment, particularly among seniors, is highly under-reported, which means that statistics are not necessarily representative of reality. Surveys indicate that victims hesitate to disclose full details, and police data only concerns acts brought to the attention of law enforcement officials.

Assault is the most frequent infraction against seniors (52%), followed by threats or extortion (33%), and robbery (11%). In 2016, the majority of senior victims of a crime against a person were aged 65 to 69 (40%); some 54% were men and 46% were women.

⁸ Ville de Montréal, *Le portrait de l'intervention municipale auprès des aînés – Fascicule 5: Culture, sports, loisirs et développement social*, 2017.

AREAS OF ACTION AND OBJECTIVES

By taking stock of the realities faced by seniors in Montréal, this action plan revolves around four areas of action and seven objectives arising from the various challenges and needs expressed by seniors. The plan also calls for some 40 actions stemming from these orientations.

The actions presented in the following text diagrams provide solutions to the issues raised in the *Portrait des besoins des aînés* and during the various consultation meetings.

1

A CITY AND NEIGHBOURHOODS ON A HUMAN SCALE

1. Help make Montréal a universally accessible city for seniors
2. Improve the safety of seniors in the public sphere and at home

2

IN FAVOUR OF GREATER SOCIAL COHESION

3. Contribute to the fight against poverty, exclusion and maltreatment of vulnerable seniors
4. Do more to raise public awareness of the realities faced by seniors
5. Help seniors remain active in their communities

3

SENIORS ENGAGED IN THEIR COMMUNITIES

6. Promote citizen participation and social engagement among seniors

4

SENIORS AT THE HEART OF OUR PARTNERSHIPS

7. Optimize partnerships between municipal bodies and external actors



Area of action 1

A city and neighbourhoods on a human scale

The first area of action in the Municipal Action Plan for Seniors 2018-2020 is aimed at meeting two challenges: universal accessibility, and safety. The municipal administration conceives of neighbourhoods that favour fulfillment among seniors through urban infrastructures, safety, as well as activities and services adapted to seniors' needs. Above and beyond infrastructures, the quality of life of our senior population hinges on meeting various needs, not least in connection with mobility, safety, recreation and leisure activities, etc. The services required for various activities geared to seniors must be affordable, adapted and safe, therefore, and they must be local and easy to access.

In its Policy on Universal Accessibility, the municipal administration pledges to make Montréal a universally accessible city, notably in regards to infrastructure, and more specifically in terms of a wide-ranging process geared to seniors.

Four main variables influence access to and safety of mobility among seniors in the public sphere:

- 1) safety at high-volume intersections;
- 2) traffic easing measures on roads;
- 3) pedestrianization of mobility; and
- 4) maintenance and safety of pedestrian paths.

Awareness actions must also be undertaken.

What's more, the actions retained provide solutions to the principal needs identified among Montréal seniors:

- Ability to travel easily using public transit, on foot, on a four-wheel electric scooter, on bicycle or by car;
- Feeling of safety at all times in relation to mobility in public spaces and at home.

OBJECTIF 1 Help make Montréal a universally accessible city for seniors

ACTIONS	OUTCOMES EXPECTED	INDICATORS OF SUCCESS AND TARGETS	SERVICES
1.1 Adapt the public transit system	The public transit system is more accessible for seniors and better adapted to their needs in terms of infrastructures, equipment, information, sales, stops and customer service.	Optimization of stops near hospitals and other service centres Elevators in 27 stations Optimization of communications channels with the city concerning requests for universal accessibility Analysis of public transit mobility among people with functional limitations, including seniors Production of the report on the STM's Universal Accessibility Development Plan 2016-2020	STM
1.2 Study social pricing models for public transit	The municipal administration presents its positions to the Commission du transport de la Communauté métropolitaine de Montréal (CMM) as part of its mandate to study social pricing, and to the Autorité régionale de transport métropolitain (ARTM) as part of consultations aimed at reviewing the fee structure for public transit in the metropolitan region.	Tabling of the city's position, including proposals for a flexible fee structure based on income, age, group status, or specific condition (ex. a disability)	BRGM
1.3 Develop sports and recreation facilities	Thanks to an inclusive approach and provisions that exceed building requirements, the development of sports and recreation facilities helps make Montréal a universally accessible city.	Some 40 universally accessible sports facilities (indoor and outdoor access, locker rooms, signage, washrooms, etc.): - Natatorium de Verdun - 33 municipal arenas, with a total of 39 rinks - Complexe aquatique de Rosemont - Parc Jeanne-Mance tennis courts	SDSS SGPVMR
1.4 Develop cultural facilities	More accessible cultural facilities in the boroughs.	Eight cultural facilities with equipment to facilitate reception and participation: - Maison de la culture Claude-Léveillé (Villeray-Saint-Michel-Parc-Extension) - New Centre d'histoire de Montréal (Ville-Marie) - Maison de la culture de Rosemont-La Petite-Patrie - Inter-borough cultural venues (Montréal-Nord et Ahuntsic-Cartierville) - Centre Peter McGill (Ville-Marie) - Espace culturel de Saint-Léonard - Maison de la culture Espace Rivière (Rivière-des-Prairies-Pointe-aux-Trembles) - Théâtre Outremont: acquisition of assisted listening devices for shows and adapted furniture (chairs) for purposes of rest	SC

ACTIONS	OUTCOMES EXPECTED	INDICATORS OF SUCCESS AND TARGETS	SERVICES
1.5 Develop parks and public spaces	More accessible public spaces and parks.	10 parks and developed public spaces (physical access, lighting, shady areas, furniture, rest areas, green spaces, etc.): - Path at the Chinese Garden (SEPLV) - New sectors (bloc 2) at Parc Frédéric-Back (SGPVMR) - Family hub at Parc La Fontaine (SGPVMR) - Île Lapierre du parc-nature du Ruisseau-De Montigny (SGPVMR) - Square Viger (phases I and II) (SGPVMR) - Paths and secondary access points to Parc Maisonneuve (SGPVMR) - Access to Cedar-Côte-des-Neiges: paths, small public space, promontory (SGPVMR) - Nature parks and urban parks: replacement of furniture and addition of electrical outlets on lampposts (SGPVMR) - 16 Autonomie+ housing units featuring developed, safe and accessible outdoor spaces (SHDM)	SEPV SGPVMR SHDM OMHM
1.6 Support municipal infrastructure projects	The Three-Year Capital Works Program (PTI), Age-friendly Municipality and Universal Accessibility (MADA-AU) implemented, and more infrastructures adapted to the needs of seniors and universally accessible.	\$3M per year will be allocated for infrastructure projects geared to seniors or people with a functional limitation from 2018 to 2020. Optimal implementation of infrastructure projects based on predetermined schedules (mostly in the boroughs) Promote the promising projects carried out under the program with the boroughs (ex. development of autonomy corridors, exercise stations, rest areas, covered bocce fields, etc.)	SDSS
1.7 Integrate provisions on universal accessibility into urban planning by-laws at the borough level and in the reconstituted cities	The boroughs and reconstituted cities take into account universal accessibility, as required under the Schéma d'aménagement et de développement de l'agglomération de Montréal adopted in 2015.	Provisions related to universal accessibility integrated into by-laws in 19 Montréal boroughs and 15 reconstituted cities	SMVT
1.8 Review and adapt housing programs geared to seniors	Housing programs take into account universal accessibility and thus better meet the needs of seniors.	Review of the Programme d'adaptation de domicile (PAD) AccèsLogis program under review	SMVT
1.9 Improve the housing supply	More affordable and accessible housing available to seniors.	The "12,000 social and affordable family housing units" plan is being implemented, and it includes projects for seniors (SMVT), notably a 193-unit residence for seniors with a slight loss of autonomy (OMHM)	SMVT OMHM

OBJECTIF 2**Improve the safety of seniors in public spaces and at home**

ACTIONS	OUTCOMES EXPECTED	INDICATORS OF SUCCESS AND TARGETS	SERVICES
2.1 Implement an effective signage system and measures to facilitate mobility among seniors travelling by foot or four-wheel electric scooter.	Improved safety and mobility of seniors travelling by foot or four-wheel electric scooter by 2020.	Development of a new Montréal standard calling for larger and more legible street signs Finalization of construction phases I and II in the project to redevelop Boulevard Laurentien and Rue Lachapelle, including the MADA pilot project Start of Phase III of construction in the project to redevelop Boulevard Laurentien and Rue Lachapelle: sidewalks widened and redeveloped, simplified pedestrians crosswalks, audible signals installed where required, 400 trees planted, six new social spaces developed Completion of Phase I in the implementation of the "Montréal à pied" project: 750 pieces of urban furniture installed downtown Five technical sheets added to Section 5 – Universally accessible pedestrian facilities set out in the Guide d'aménagement durable des rues de Montréal, already available online Publication of Section 9 – Signage and marking set out in the Guide d'aménagement durable des rues de Montréal, published Publication of Section 2 - Geometry of the Guide d'aménagement durable des rues de Montréal, published	SIVT
2.2 Review of installation criteria for digital countdown pedestrian signals	Improved mobility conditions for senior pedestrians.	In 2018: - Involvement of representatives of seniors in the Vision Zero inclusive initiative - Review of sequences and crossing times From 2019: - 100% of actions targeting traffic lights take into account the new criteria	
2.3 Assign bike patrol officers (police officers or cadets) to the preventive patrol in parks and public spaces	At the end of each summer, the municipal administration improves safety for seniors in parks and green spaces.	60% (11/19) of boroughs have a bike patrol A patrol present in the five boroughs with the largest population of seniors Several local police stations have integrated the safety of seniors into their patrol plans	SPVM
2.4 Carry out operations to promote awareness of safety among senior pedestrians	The municipal administration improves the feeling of safety among senior pedestrians.	Operations targeting at-risk behaviours carried out at 100% of the accidentogenic intersections identified Operations to promote awareness of pedestrian safety carried out in all local police stations	SPVM

ACTIONS	OUTCOMES EXPECTED	INDICATORS OF SUCCESS AND TARGETS	SERVICES
2.5 Carry out operations to promote awareness of the Snow Removal Policy with municipal employees (foremen/women, section and division managers, technical officers)	Improvements to snow removal practices each winter.	Annually, some 10 information and training sessions on the Snow Removal Policy and universal accessibility presented in 19 boroughs Street inspections carried out to optimize the accessibility of car ramps and ramps for people with a disability	SCA
2.6 Launch a road safety awareness campaign with a special focus on the realities faced by seniors	Senior pedestrians better equipped when it comes to safe mobility.	Road safety campaign including: - 100 15-second radio ads - Posters in 150 STM bus shelters - Creation of a Web site - Collaboration with the SPVM to promote awareness in retirement homes	SIVT
2.7 Carry out fire safety prevention initiatives with seniors	Seniors more aware when it comes to fire safety.	Each year: - 100% of residents identified as requiring assistance referred to the emergency evacuation assistance program - 90% of private homes for seniors inspected by the SSIM, obtaining or renewing their compliance certificate - Presentations given to about 1,500 seniors - Number of homes inspected : - 2018: 33 (± 1,000 residents) - 2019: 83 (± 2,200 residents) - 2020: 63 (± 1,200 residents) - Number of homes certified: - 2018: 30 - 2019: 75 - 2020: 57 - In 2020, about 320 preventive fire safety actions carried out in about 180 homes, with about 22,000 seniors	SSIM
2.8 Carry out awareness actions on safe access in senior housing and dwelling units	The municipal administration helps strengthen the sense of safety among seniors in low-cost housing (HLM).	Awareness actions on safe intercom use held in senior housing where a problem was identified. (OMHM) 100% of senior housing where an awareness action was carried out received a return visit (OMHM) Reduction in the number of calls to security services (OMHM) Reduction in the number of intruders in seniors housing (OMHM) Annual awareness campaigns held in dwelling places (SPVM)	OMHM SPVM

ACTIONS	OUTCOMES EXPECTED	INDICATORS OF SUCCESS AND TARGETS	SERVICES
2.9 Evaluate accidentogenic sites or sites cited in complaints and transmit to road safety officers a detailed report citing road accident statistics involving seniors	The municipal administration carries out an annual road safety campaign documenting issues faced by seniors and optimizing its partnerships.	Accidentogenic intersections identified and operations held in 100% of the intersections cited above in order to target risky behaviours Creation and distribution of documents on safety among seniors pedestrians Operations targeting accidentogenic intersections carried out in 100% of the local police stations concerned Promote awareness of safety issues at accidentogenic sites among SPVM partners	SPVM



Area of action 2

In favour of greater social cohesion

Social cohesion results from a set of actions promoting social inclusion and respect for diversity. Members of the same society, at every stage of their lives, must feel accepted and recognized, regardless of their cultural or ethnic origin, gender or sexual orientation, age, religion, political allegiance, family, social and physical condition.

Broad-ranging, integrated actions are required to put an end to extreme social exclusion in the form of poverty and homelessness. Inclusive communities allow Montréal seniors of all origins and conditions to play a full and active part in society.

On the issue of social inclusion, the orientations underpinning our objectives and strategies are thus geared to helping fight poverty and maltreatment and promoting healthy cohabitation in our communities. This area of action includes three challenges: increased support to vulnerable persons and communities, the safety of seniors, and their sense of belonging to the community.

In addition, the actions proposed take into account the needs expressed by Montréal seniors during consultation meetings and in the survey:

- Financial security: meeting essential needs for lodging, food, leisure activities and recreation, etc.;
- Desire to have personal needs taken into consideration;
- Need for information about their rights, on laws, and on local community services;
- Need to feel accepted by their communities and to know that their values are taken into account (ethnocultural, gender diversity, etc.);
- Need to break social isolation and for assistance in socializing;
- Need to trust and feel safe with the people around them;
- Need to be introduced to new technologies in order to be protected from cyberfraud.

OBJECTIF 3 Help fight poverty, social exclusion and maltreatment among vulnerable seniors			
ACTIONS	OUTCOMES EXPECTED	INDICATORS OF SUCCESS AND TARGETS	SERVICES
3.1 Support community organizations coming to the aid of vulnerable seniors	Financial support provided to organizations that help improve living conditions for vulnerable seniors.	Support for at least eight projects geared to seniors in situations involving: - Poverty and social exclusion - Homelessness or at risk thereof - Food insecurity Identification and support in connection with areas of action requiring additional support to reduce problems experienced by seniors	SDSS
3.2 Promote awareness among our diversity of seniors concerning issues of intimidation and maltreatment	Seniors, particularly from cultural communities, educated about maltreatment, fraud and intimidation in low-income housing (HLM) and senior homes.	Meetings held with seniors from the cultural communities identified Creation and distribution of prevention tools geared to the needs and realities of various clients Annual visits to 100% of the low-income housing (HLM) and homes targeted	SPVM
3.3 Maintain and educate seniors about the Modèle d'intervention auprès des aînés maltraités (IPAM) and ensure its continued improvement	Improved support for senior victims of maltreatment.	Annual training day on IPAM offered to SPVM police officers and partners 100% of criminal records processed 100% of recruits informed about the IPAM model and provided with a detection tool Awareness meetings with 100% of new investigators 100% of IPAM files identified and processed 100% of files requiring the involvement of an appropriate partner (CLSC, organizations, etc.) identified and transmitted Maintenance of support and follow-up structure made up of IPAM officers at local police stations and in investigative departments	SPVM
3.4 Transmit legal information to senior victims of abuse or maltreatment	As of December 31, 2018, the seniors and responders concerned given tools to fight maltreatment.	CAVAC-Info service implemented at the municipal court for files from the PAJMA Program (Programme d'accompagnement en justice - Maltraitance aux aînés) An additional Montréal CAVAC resource working at the municipal court 80% of plaintiffs in PAJMA files taken into care by CAVAC are informed at the outset of legal proceedings	SAJ

OBJECTIF 4 Increase public awareness of the realities faced by seniors

ACTIONS	OUTCOMES EXPECTED	INDICATORS OF SUCCESS AND TARGETS	SERVICES
4.1 Train and support organizations to present intergenerational activities	Organizations better equipped to establish intergenerational activities meant to promote dialogue and sharing, and foster closer ties.	In 2018: - 10 training sessions given to some 100 volunteer seniors in organizations in order to give them tools to establish 15 intergenerational sharing activities geared to 500 youth aged 6 to 17 (day camps, recreation organizations, libraries, Auberges du cœur, etc.) In 2019 and 2020 - Actions promoting intergenerational ties implemented in the action plan on children.	SDSS
4.2 Share and recognize the value of seniors' memories and stories	The Service de la culture takes steps to promote greater awareness of realities faced by seniors.	Annually: - 150 articles and 45 columns published - Four types of media used (Web site, social networks, print daily, publication) - 35% of people reached were seniors	SC
4.3 Pursue the Living Diversity project	The OMHM helps promote closer ties between cultures.	Present activities intended to foster closer intercultural ties Two outreach officers cover the entire island, visiting 132 senior homes Interventions in communities on request, when a situation involving conflict is reported. Intervention until the said situation is resolved and an intervention report for each home visited is drafted.	OMHM
4.4 Present intergenerational gardening activities	Better knowledge of the realities faced by seniors among children and teens.	At the end of each summer: - A season-long intergenerational gardening activity for 10 children and their grandparents is held; organized with Little Brothers and involving teens and 12 people aged 75 and older	SEPV
4.5 Mark International Seniors' Day	Better knowledge of the realities faced by seniors among the general public.	An annual mobilizing event held	SDSS

OBJECTIF 5**Help seniors stay active in their communities**

ACTIONS	OUTCOMES EXPECTED	INDICATORS OF SUCCESS AND TARGETS	SERVICES
5.1 Improve schedules, fees and programming in relation to sports activities for seniors	Seniors stay active in the community through improved access and a better offer of sports activities.	Seniors given improved access to activities at Complexe sportif Claude-Robillard, Complexe sportif Marie-Victorin and Michel-Normandin arena. At Complexe sportif Claude-Robillard: - Free swims for seniors at no cost - 12 activities for people aged 65 and older (badminton, volleyball, jogging, aquaform, aquajogging, physical fitness, cardiocycle, outdoor activities, golf, ping pong, dance, Essentrics) At Complexe sportif Marie-Victorin: - Lower fees for sports activities geared to people aged 65 and older At Michel Normandin arena: - Free skating for seniors maintained from September to March	SDSS
5.2 Improve cultural leisure activities for seniors	Seniors, including people with a visual, auditory, or physical impairment, remain active in the community and have better access to services.	In Montréal libraries: - 1,000 new documents, including 500 in large print or audio version, 152 new society games, 19 ZoomText software applications, 19 braille displays, six video magnifiers - More than 23,000 loans made to 600 people registered for the Biblio-courrier service (an increase of 10% in both cases) - 2018: 10 wheeled baskets in more than 25 libraires and one wheelchair in 25 libraries - 2020: ZoomText software (magnifier and display reader) in more than 200 stations across the network, 20 electronic magnifiers, 50 adapted society games (large print) - Five to seven mediation and cultural leisure projects geared to seniors offered in other facilities	SC



Area of action 3

Seniors engaged in their communities

The municipal administration has stepped up its efforts to mobilize seniors by establishing mechanisms to promote democratic participation, social engagement and solidarity in their neighbourhoods and living environments. It also takes into account the senior population's expertise in searching for solutions that better meet their needs and help foster their capacity to act. Generosity and mutual aid are also expressed in simple and spontaneous everyday gestures among individuals who live on the same street, in the same neighbourhood or the same living environment.

Civic action – whose scope is seldom measured and perceived – helps foster more human ties between the inhabitants of the city. This area of action is aimed at meeting two challenges: senior citizen participation, and social engagement among seniors.

In addition, the principal needs expressed by seniors were taken into account in the actions proposed:

- Stay active and autonomous: maintain a good level of physical and psychological fitness;
- Continue to learn and share knowledge: intergenerational and intercultural ties;
- Break isolation and socialize;
- Feel useful to the community;
- Help improve society;
- Make their voices heard and feel listened to;
- Feel respected for opinions and actions.

OBJECTIF 6**Promote citizen participation and social engagement among seniors**

ACTIONS	OUTCOMES EXPECTED	INDICATORS OF SUCCESS AND TARGETS	SERVICES
6.1 Ensure that seniors are represented on advisory boards	Promote the participation of seniors in advisory boards.	The appointment mechanism for municipal advisory boards geared to a multigenerational composition (SG) Appointments to boards and bodies within which the city holds power of appointment draw on a representative pool of candidates spanning a spectrum of age groups across the population. This pool of candidates will be updated every three years and transmitted to paramunicipal organizations (SG and SDSS) Seniors represented on sectoral committees for universal accessibility (SDSS) An association of seniors invited to take part in each activity presented by the Caravane de la démocratie (SG) An evaluation of consultation methods carried out with the objective of reaching the most vulnerable and under-represented seniors, as part of an effort to promote participation and consultation in bodies (SDSS)	SDSS SG
6.2 Consult seniors on the development of new libraries and library services	The concerns of seniors taken into account in the development and offer of services in new libraries.	Seniors accounted for 10 % of participants in the six consultation meetings and co-design sessions on the development of new libraries and library services	SC
6.3 Establish measures to make municipal activities and projects more accessible to seniors	Promote the participation of seniors in municipal bodies.	At least one citizen engagement pilot project carried out with a non-profit organization (NPO) in an effort to reach a diversity of seniors (including vulnerable and under-represented seniors) and promote participation in municipal bodies and consultation initiatives (SDSS) Webcasts of meetings of the following bodies maintained and actions taken to promote them: city council, agglomeration council, executive committee, public consultations, and standing committees (SG) Organizations offering services to seniors included on the mailing list for annual promotional campaigns (SDSS)	SG SDSS
6.4 Inform municipal employees about the possibility of community involvement on retirement	Social engagement of future retirees with the Ville de Montréal encouraged.	100% of retirement preparation courses include information on volunteering options 20 courses offered each year, for a total of 400 people trained per year	SRH

ACTIONS	OUTCOMES EXPECTED	INDICATORS OF SUCCESS AND TARGETS	SERVICES
6.5 Offer support to seniors living in low-cost housing (HLM)	Social cohabitation between tenants in low-cost housing is more harmonious, and seniors are more engaged socially.	Tenant associations supported by community organizers A technical and logistical support resource added to the advisory committee for residents Increased number of <i>Un vigilant veille sur vous</i> projects	OMHM
6.6 Offer support in Autonomie+ housing units	Improved participation and social engagement among seniors living in Autonomie + housing units	An activities program implemented in each of the 16 housing units, with a dedicated and universally accessible room 1,116 senior members of the Programme vigilance	SHDM



Area of action 4

Seniors at the heart of our partnerships

Actors across various sectors – public, institutional, community, business – are working together to better meet the aspirations of Montréal’s senior community. In order to promote the city’s development while taking into account the needs of seniors and ensuring the sustainability of action projects in environments geared to seniors, the municipal administration wishes to reaffirm the importance of partnerships. Partnerships impart greater consistency to actions undertaken and ensure a complementarity between missions. The consolidation of institutional, community and economic strengths will promote greater economic and social vitality.

This action plan for seniors thus embodies a cross-sectoral vision of partnership, notably by harmonizing policies, action plans and agreements, and promoting the greatest possible complementarity between related documents. This area of action is intended to meet two challenges: recognizing the value of knowledge held by seniors, and optimizing partnerships in order to meet these specific needs.

In addition, the principal needs expressed by seniors are considered in the actions proposed:

- Do more to share expertise and information concerning seniors;
- Better understand their needs and share their expertise;
- Discuss impacts of actions carried out under the action plan;
- Follow up and evaluate the action plan in a concerted manner;
- Strengthen partnerships.

OBJECTIF 7**Optimize internal partnerships between municipal bodies and external actors**

ACTIONS	OUTCOMES EXPECTED	INDICATORS OF SUCCESS AND TARGETS	SERVICES
7.1 Consolidate the partnership for sustained action projects in environments for seniors	The OMHM and its partners consider that the partnership for sustained action projects in environments for seniors is consolidated.	Community outreach organizations subject to a partnership agreement with the OMHM in 100% of cases.	OMHM
7.2 Develop a partnership with organizations fighting isolation in Autonomie+ housing units buildings	Fewer seniors in Autonomie+ housing units experiencing isolation.	16 Autonomie+ housing units in four sectors paired with a minimum of two NPOs Needs of vulnerable tenants established Program to fight isolation established in partnership with the NPOs retained	SHDM
7.3 Support efforts by boroughs and central business units to take into account the needs of seniors	Improved municipal actions in favour of seniors.	A minimum of two meetings per year held by the municipal oversight committee to follow up on the Municipal Action Plan for Seniors 2018-2020 The oversight and dissemination role concerning events, research and documentation related to seniors maintained Expert consulting support provided to boroughs and central business units maintained	SDSS
7.4 Work in partnership with committees, CAVAC and community outreach workers	Partnerships between community police officers and outreach workers for seniors optimized.	Presence of the SPVM on the committees identified locally or by the SPVM. Maintenance of CAVAC workers in SPVM offices and reception by a resource dedicated to seniors. Ensure that files on seniors are referred to the PAJMA program, where necessary. Identification and transmission to CAVAC of files on senior victims of criminal acts.	SPVM
7.5 Evaluate the safety, accessibility and comfort of street infrastructures for senior tenants in low-cost housing (HLM)	The specific mobility needs of seniors better integrated into street infrastructures.	50 seniors participated in exploratory walks to better understand their perspective on street infrastructures At least 20 projects on temporary and permanent street infrastructures evaluated Research project conducted on the perception and use of pedestrian traffic signals Research project conducted on the perception of safety at intersections protected by stop signs	SIVT

ACTIONS	OUTCOMES EXPECTED	INDICATORS OF SUCCESS AND TARGETS	SERVICES
7.6 Practice continued oversight of senior housing	The housing needs of seniors better documented.	The list of initiatives led by other cities made available Housing data on seniors produced	SMVT
7.7 Sustain the partnership with regional actors working with seniors	The reality and needs of seniors better known and communicated.	Support for joint initiatives or regional mobilization of senior communities reinforced Regular meetings with regional organizations dedicated to promoting cooperation, notably to follow up on the implementation of the action plan The report on the consultation meetings held as part of the development of the action plan produced and distributed	SDSS

IMPLEMENTATION OF THE ACTION PLAN AND FOLLOW UP

The Service de la diversité sociale et des sports (SDSS) will implement and follow up on the Municipal Action Plan for Seniors 2018-2020.

Its mandate is to maintain and play a leadership role on the Comité des porteurs, which is composed of municipal representatives charged with implementing the actions set out under the action plan. In addition, the SDSS will provide expert consulting to the city's business units on issues related to seniors in order to help them take into account the needs of seniors.

Midway through its completion, in the fall of 2019, the municipal administration will report on the operational implementation of its actions at a "town hall" type meeting for public and community partners as well as boroughs and central municipal business units. The meeting's objective will be to assess the progress of the actions and make adjustments, where necessary.

At the conclusion of the Action Plan 2018-2020, a report on outcomes will be drafted in concert with public and community representatives, and the report will serve as the basis for further municipal actions with seniors.

At public events throughout the implementation of the action plan, the SDSS will promote innovative actions carried out by the city and its partners to improve the quality of life of seniors. Moreover, a regular progress report on the implementation of the action plan will be presented to the city manager, the responsible elected official, and the mayor.

Appendix

List of acronyms

AMT	Agence métropolitaine de transport	PAJMA	Programme d'accompagnement en justice - Maltraitance aux aînés
AQDR	Association québécoise de défense des droits des personnes retraitées et préretraitées	SAAQ	Société de l'assurance automobile du Québec
ARTM	Autorité régionale de transport métropolitain	SAJ	Service des affaires juridiques
BDD	Bureau du développement durable	SC	Service de la culture
BRGM	Bureau des relations gouvernementales et municipales	SCA	Service de concertation des arrondissements
AC	Advisory Committee	SDC	Service des communications
CAVAC	Centres d'aide aux victimes d'actes criminels	SDSS	Service de la diversité sociale et des sports
CIUSSS	Centre intégré universitaire de santé et de services sociaux	SEPV	Service de l'Espace pour la vie
CMM	Communauté métropolitaine de Montréal	SG	Service du greffe
CRQ	Contrôle routier Québec	SGPI	Service de la gestion et planification immobilière
CSCR	Complexe sportif Claude-Robillard	SGPVMR	Service des grands parcs, du verdissement et du mont Royal
FADOQ	Fédération de l'Âge d'Or du Québec – Région Île de Montréal	SHDM	Société d'habitation et de développement de Montréal
HLM	Habitations à loyer modique	SIVT	Service des infrastructures, de la voirie et des transports
IPAM	Intervention policière auprès des aînés maltraités	SMVT	Service de la mise en valeur du territoire
ISQ	Institut de la statistique du Québec	SPVM	Service de police de la Ville de Montréal
MADA-AU	Municipalité amie des aînés – Accessibilité universelle	SRH	Service des ressources humaines
MFA	Ministère de la Famille et des Aînés	SSIM	Service de sécurité incendie de Montréal
MRC	Municipal Representatives Committee	STM	Société de transport de Montréal
NPO	Non-Profit Organization	TCAIM	Table de concertation des aînés de l'île de Montréal
OMHM	Office municipal d'habitation de Montréal	WHO	World Health Organization
PAD	Programme d'adaptation de domicile		

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