



## Mid-term report – Highlights 2018-2020 Municipal Action Plan for Seniors

The 2018-2020 Municipal Action Plan for Seniors – *Montréal, a city reflective of seniors' needs* – features four areas of action, seven objectives and some 40 actions meant to meet the challenges and needs of seniors.

The municipal administration made a commitment to report on the implementation of the action plan at the mid-term point, that's to say in the fall of 2019. The main highlights are as follows.

### Area of action 1: A city and neighbourhoods on a human scale

To help make Montréal a universally accessible city for seniors:

- Seven parks and public spaces are being developed in accordance with the principles of universal accessibility and taking into account the needs of seniors: more lighting, shady areas and green spaces, rest areas and street furniture. Examples:

- The paths at the Jardin Botanique's Chinese Garden were upgraded to meet universal accessibility standards.
- Work was carried out to make the paths and secondary entrance points at Parc Maisonneuve universally accessible.
- The Cedar–Côte-des-Neiges entrance point to Parc du Mont-Royal was reconfigured to provide an alternative access route with no stairs featuring a piazzetta (small square) and rest areas.

- Some 11 cultural facilities are under development or planning in accordance with universal accessibility principles, and all will be equipped with facilities that facilitate the reception and participation of seniors. Examples:

- Théâtre Outremont added assisted listening devices as well as adapted furniture to offer seniors a rest area.
- The new Centre d'histoire de Montréal, renamed MEM, short for Mémoire des Montréalais.es, will take into account the needs of seniors in its

facilities and programming. Five of the project advisory committee's 15 members were seniors.

- Some 31 projects involving the installation of universally accessible outdoor furniture and facilities for seniors were planned under the Age-friendly Municipality and Universal Accessibility Program (MADA-AU). Three projects have been completed: In Anjou, fixed umbrellas were installed at Parc Goncourt; in Montréal-Nord, an outdoor stage was built at Parc Gouin; and in Pierrefonds-Roxboro, a pergola was built and adapted furniture was installed at Versailles Pool.

- In collaboration with the Société de transport de Montréal, the municipal administration presented its position on social pricing before the Commission des transports de la Communauté métropolitaine de Montréal. Its proposals concern the implementation of a modulated fee structure based on income, age, group status, or specific condition. Over the course of the next year, the municipal administration will continue its representations on various issues related to the review of pricing at the Autorité régionale de transport métropolitain, including social pricing. Specifically, it will reiterate its intention to ensure that these work efforts include the possibility of free transit fare for certain groups, notably seniors.

- The Montréal version of the residential adaptation assistance program is under development, and the data collection phase was carried out using and intersectional gender-based analysis plus (ADS+) in order to adapt the city's response to seniors' needs.

**What is ADS+?** Intersectional gender-based analysis (ADS+) is a method of analyzing and understanding the various challenges faced by the city's diverse population and responding to them accordingly. It is a tool used to carry out projects that are better adapted to the needs and realities of the entire population because they take into account discrimination based on gender, social class, disability, age, ethnic origin, sexual orientation, gender identity, and so on.

### **To improve safety for seniors in the public space and at home:**

- Recommendations aimed at making street signs larger and more legible were advanced, and a short- and medium-term replacement process was identified.
  - The pilot project to redevelop Boulevard Laurentien and Rue Lachapelle in Ahuntsic-Cartierville was established with the participation of seniors. The following elements will be integrated: wider sidewalks, simplified pedestrian crosswalks, audible signals, 400 additional trees, six new social spaces.
  - The city issued a new planning guide for pedestrian signals, with longer crossing times intended to improve mobility among seniors.
- The city continues to act on its commitment to add digital countdown pedestrian signals at all intersections with traffic lights. In 2018, digital countdown signals were installed at 354 new crossings.
  - The "Traversez sans jouer avec votre vie" (Crossing without putting your life in danger) awareness initiative, in collaboration with volunteer students and community organizations, helped build awareness of pedestrian safety and proper behaviours at risky intersections among seniors.
  - Fire safety prevention initiatives were carried out at retirement homes:
    - Residents at 40 private homes were made more aware of fire safety, and 32 presentations directly reached some 1,100 seniors.
    - Some 143 inspections of retirement homes were carried out.
    - All seniors identified as requiring assistance were referred to the emergency evacuation assistance program.
    - A total of 552 prevention initiatives were carried out with about 8,900 seniors.

## **Area of action 2: In favour of greater social cohesion**

### **In order to contribute to the fight against poverty, exclusion and the maltreatment of vulnerable seniors:**

- The city provided financial assistance to eight organizations working with seniors who are living with poverty and social exclusion, homelessness (or at risk of becoming homeless), and food insecurity.
  - An annual training day based on the Modèle de l'intervention policière auprès des personnes âgées maltraitées (IPAM) was offered to SPVM police officers and partners.
  - The SPVM is working to establish a joint action process aimed at responding more effectively to seniors in cases of criminal maltreatment.
- The CAVAC-Info service was fully implemented at the municipal court for files from the PAJMA Program (Programme d'accompagnement en justice – Maltraitance aux aînés). This service makes it possible to better share legal information with seniors who are victims of abuse or maltreatment. A second CAVAC-Montréal resource is now working to process these files at the municipal court.
  - The city signed the Charte de la bientraitance envers les personnes âgées lesbiennes, gaies, bisexuelles et trans (Charter for the well-caring of seniors who identify as lesbian, gay, bisexual and trans), issued by the Fondation Émergence.

### **Do more to raise public awareness of the realities faced by seniors:**

- Initiatives meant to foster closer intergenerational ties were supported, including Intergénération Québec's training program aimed at giving seniors tools to organize intergenerational activities with youth ages 6 to 17.
- More than 260 municipal employees were trained to use ADS+ analysis and given the tools to better take into account the realities faced by seniors in all their diversity.

### **To help seniors remain active in their communities:**

- The city's library network improved access to its services, notably for people with visual, auditory or physical limitations:

- New adapted equipment is available: 500 documents in large print or audio version, 133 new society games, 19 ZoomText software applications (display magnifiers), and 19 video magnifiers.
- Biblio-courrier services were improved with the addition of a puzzle and magnifying glass loan service.
- From January 2018 to May 2019, more than 27,500 loans were made to people registered for the Biblio-courrier service.
- Eight cultural mediation initiatives helped promote access to culture and participation in cultural life among seniors. Additionally, five mediation plans put forward by the Accès culture network were integrated into activities for seniors in five boroughs: Côte-des-Neiges–Notre-Dame-de-Grâce, LaSalle, Montréal-Nord, Outremont and Le Plateau-Mont-Royal.

## **Area of action 3: Seniors engaged in their communities**

### **To promote citizen participation and social engagement among seniors:**

- As part of the 6<sup>th</sup> edition of the Caravane de la démocratie, an initiative of the Bureau de la présidence du conseil, more than 30 seniors met with municipal representatives to ask questions, learn more about the workings of municipal democracy, and discover opportunities for citizen engagement.

- Financial assistance was provided to the Table de concertation des aînés de l'Île de Montréal (TCAÎM) to carry out a citizen engagement pilot project.
- In the area of low-cost housing (HLM), some 72 associations of senior tenants have taken action. The "Un vigilant veille sur vous" program was presented in 20 new HLM buildings, raising awareness among more than 20 volunteers and 145 participants.

## **Area of action 4: Seniors at the heart of our partnerships**

### **With the objective of making the most of its partnerships with internal and external actors:**

- Municipal officials took part in various events and working committees connected to initiatives in the senior community.
- The city organized a public event to follow up on the 2018-2020 Municipal Action Plan for Seniors, in collaboration with the TCAÎM.
- The MADA (Age-friendly Municipality) committee of municipal representatives held a meeting to track the

continued implementation of the 2018-2020 Municipal Action Plan for Seniors.

- The Office municipal d'habitation de Montréal continued its partnership work with 19 community organizations active in 67 living environments for seniors.
- Municipal representatives took part in the Laboratoire d'aide numérique à la vie autonome (digital assistance lab for independent living) held by the Maison de l'innovation sociale. This innovation lab works to understand the housing needs of seniors.