



| 2017

Community Action Plan



Thank you to everyone who helped shape this Plan for our community. This document represents the culmination of over two years of collective effort on behalf of volunteers, staff, and partners of the Peterborough Council on Aging. Thanks to the funders who made this project possible, and to the residents of Peterborough City and County, and Curve Lake and Hiawatha First Nation who shared their insight, experience, and expertise in the development of this Plan.

2017, Peterborough Council on Aging
www.peterboroughcouncilonaging.ca

This Plan has been adopted by:

Asphodel-Norwood
Cavan Monaghan
City of Peterborough
County of Peterborough
Douro-Dummer
Havelock-Belmont-Methuen
Municipality of Trent Lakes
North Kawartha
Otonabee-South Monaghan
Selwyn

Version 1 (June, 2017)



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Age-friendly Peterborough Committee

Current Members

Alan Cavell, Volunteer
Ann MacLeod, Trent-Fleming School of Nursing
Bill Pezzack, Volunteer
Bryan Weir, County of Peterborough
Chris Kawalec (Chair), City of Peterborough
Claire Hanlon, Peterborough Public Health
Danielle Belair, Community Care Peterborough
Dawn Berry-Merriam, Volunteer
Elizabeth Russell, Trent University
Gloria Bray (Administrative Support),
City of Peterborough
Jennifer Jones, Peterborough Public Library
Joanne Pine, Curve Lake First Nation
Julie Thompson, Hiawatha First Nation
Karen Carter-Edwards, Volunteer
Karen Hicks, Peterborough Regional Health Centre
Kerri Davies, Canadian Mental Health
Association HKPR
Laurie Moyer, Ontario Seniors' Secretariat
Lisa McConkey, Peterborough Regional Health Centre
Lisa Hughes (Coordinator, Age-friendly Business
Program), Alzheimer Society PKLNH
Lois O'Neill-Jackson, Municipality of Trent Lakes
Lorna Plunkett, Volunteer
Lynn Holtz, Municipality of Trent Lakes

Mark Buffone, City of Peterborough

Mark Skinner, Trent Centre for Aging & Society
Sarah Cullingham (Coordinator),
Municipality of Trent Lakes
Stacey Hawkins, Seniors' Care Network
Zelma Keay, Volunteer

Past Members

Anne Wood, Council for Persons with Disabilities
Lou O'Hara, Ontario Seniors' Secretariat
Susan Russell, Volunteer
Sylvia Dick (Research Assistant), Trent Centre for
Aging & Society
Tessa Nasca (Research Assistant), Trent Centre
for Aging & Society

Trent-Fleming School of Nursing Placement Students

Kaitlin Burnside, Winter 2015
Kaleigh Panter, Winter 2015
Laura Christie, Fall 2016
Tawny Ogg, Fall 2014

Letter From the Chairs

Our communities are aging. In 2015, for the first time in Canada the number of people over the age of 65 accounted for a larger share of the population than children under 14 years of age. In Peterborough, individuals over the age of 65 account for approximately 20% of our regional population. The shift towards an older population will have profound implications for individuals, families, and communities. With this shift also comes opportunity for community building and social development.

The Peterborough Council on Aging (P.C.O.A.), a collaborative of local organizations and volunteers, launched the Age-friendly Peterborough planning initiative in June of 2014 with support from the Ontario Trillium Foundation, the City and County of Peterborough, and the Municipality of Trent Lakes, and the intention to identify service improvements and community investments that will ensure all residents of the Peterborough region are able to continue to do the things they value for as long as possible.

This Community Action Plan identifies a clear path forward to enhance programs, services, and infrastructure for older adults in the Peterborough region; including the City and County of Peterborough, and the Curve Lake and Hiawatha First Nations.

The Plan, which is organized around four goals, identifies a series of strategic directions and proposed activities that the P.C.O.A. will undertake together with our partners to support Peterborough's ongoing development as a thriving region that is inclusive, respectful, and accessible to people of all ages and abilities.

With support from our partners and community volunteers we will work to ensure that older adults' basic needs are met; that they are able to get around the community; are supported to build and maintain relationships; and have the opportunity to learn, grow, and contribute.

To be most effective, the Age-friendly Peterborough Plan will require broad community support. We invite you to read and share this document and envision ways that you can support the goals of the Plan together with your friends, family, neighbours, and colleagues across the Peterborough region.

Sincerely,

A handwritten signature in black ink that reads "Chris Kawalec".

**Chris Kawalec, Co-Chair
Peterborough Council on Aging**

A handwritten signature in black ink that reads "Jenny Ingram".

**Jenny Ingram, Co-Chair
Peterborough Council on Aging**

Background



Age-friendly Communities

The makeup of our communities is undergoing a fundamental shift as members of the Boomer generation mature into older age. By 2050 it's estimated that over 1 in 5 people around the world will be 60 years of age or older. Canada is no exception. By 2036, 35% of the Canadian population will be over the age of 55.

The numbers aren't the only thing that's changing. Older adults today are living longer than ever before, and are staying active well into older age. While today's older adults are living longer than those in generations past, the majority are also living with at least one chronic health condition.

As our population ages, the structures and services in our communities need to be adapted to ensure that older adults can continue to enjoy healthy and active lives. Accessible physical environments, robust social networks, and responsive community services can all help to support an aging population.

Age-friendly communities are considered one of the most effective policy responses to support an aging population. Age-friendly communities recognize older adults as an asset, and provide programs and services

that enable everyone to do the things they value for as long as possible.

The movement to create age-friendly communities is global and growing. Internationally, this work is being championed by the World Health Organization (W.H.O.). Here in Canada, the Public Health Agency of Canada (P.H.A.C.) supports age-friendly planning initiatives at the federal level. Provincially, this work is supported by the Ontario Seniors' Secretariat.

Communities around the world and across Canada are following the W.H.O.'s planning framework to create local age-friendly plans for their communities. To date, over 330 communities from 36 countries have committed to this work and joined the W.H.O.'s Global Network of Age-friendly Cities and Communities. In 2016, the Peterborough region was accepted as a member of this network in recognition of the commitment by our City, County, and First Nations Councils to undertake and implement a local Age-friendly Plan.

The W.H.O. has identified eight domains, or theme areas, to consider when planning for an age-friendly community. These eight theme areas have been found through research and consultation with older adults to directly impact quality of life as people age.



Community Support
and Health Services



Respect and
Social Inclusion



Housing



Outdoor Spaces
and Buildings



Social Participation



Civic Participation
and Employment



Transportation



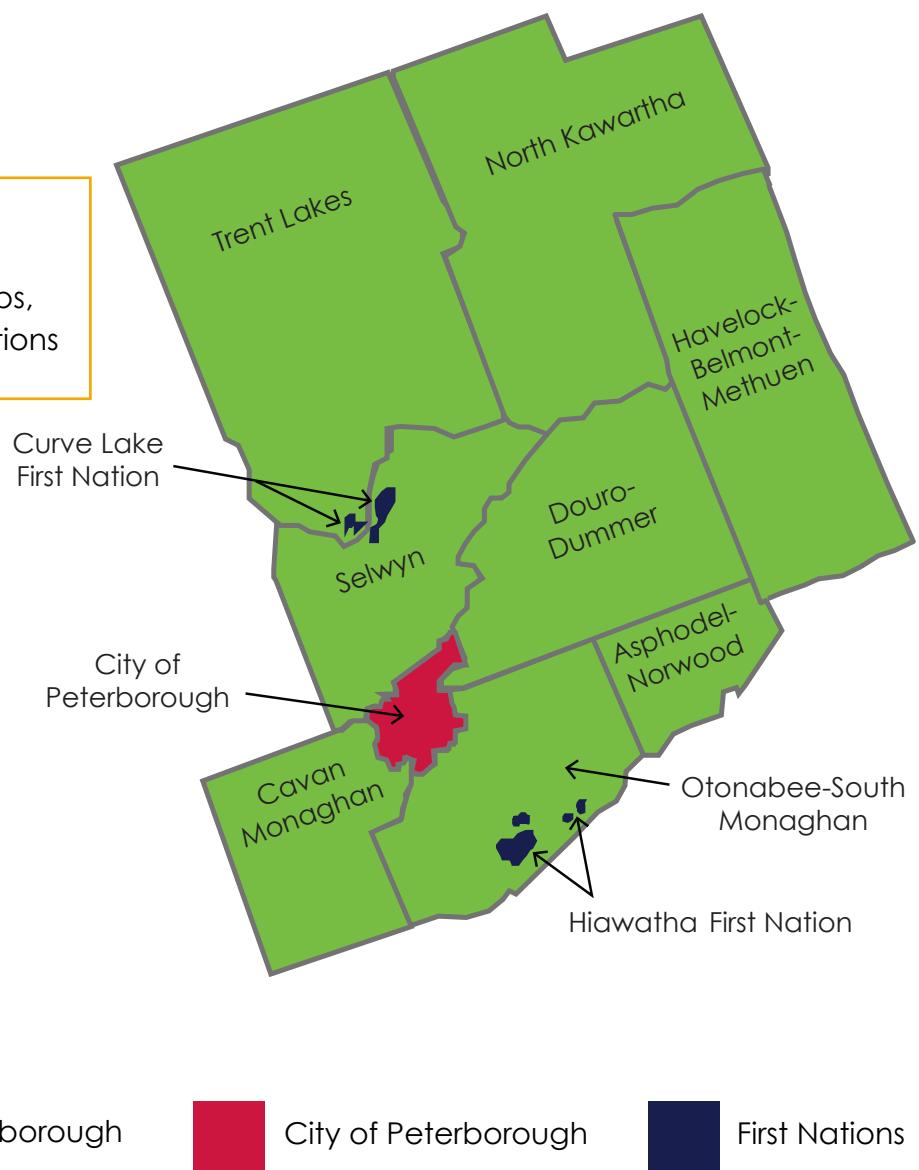
Communication
and Information

Local Context

Located 125 kilometers north east of Toronto, the Peterborough region is the regional centre for east central Ontario. The region has both urban and rural areas, and includes the County of Peterborough (made up of eight townships –Asphodel-Norwood, Douro-Dummer, Cavan Monaghan, Havelock-Belmont-Methuen, North Kawartha, Otonabee-South Monaghan, Selwyn, and Trent Lakes), the City of Peterborough, and the Hiawatha and Curve Lake First Nations.

Peterborough Region

County of Peterborough, Townships,
City of Peterborough, and First Nations



135,000

Year Round Residents



Higher Summer Population

78,700

City of Peterborough

54,870

County Townships

1,365

First Nations

Aged
Over

65 = 20%
Region's Total
Population



Local Context Continued

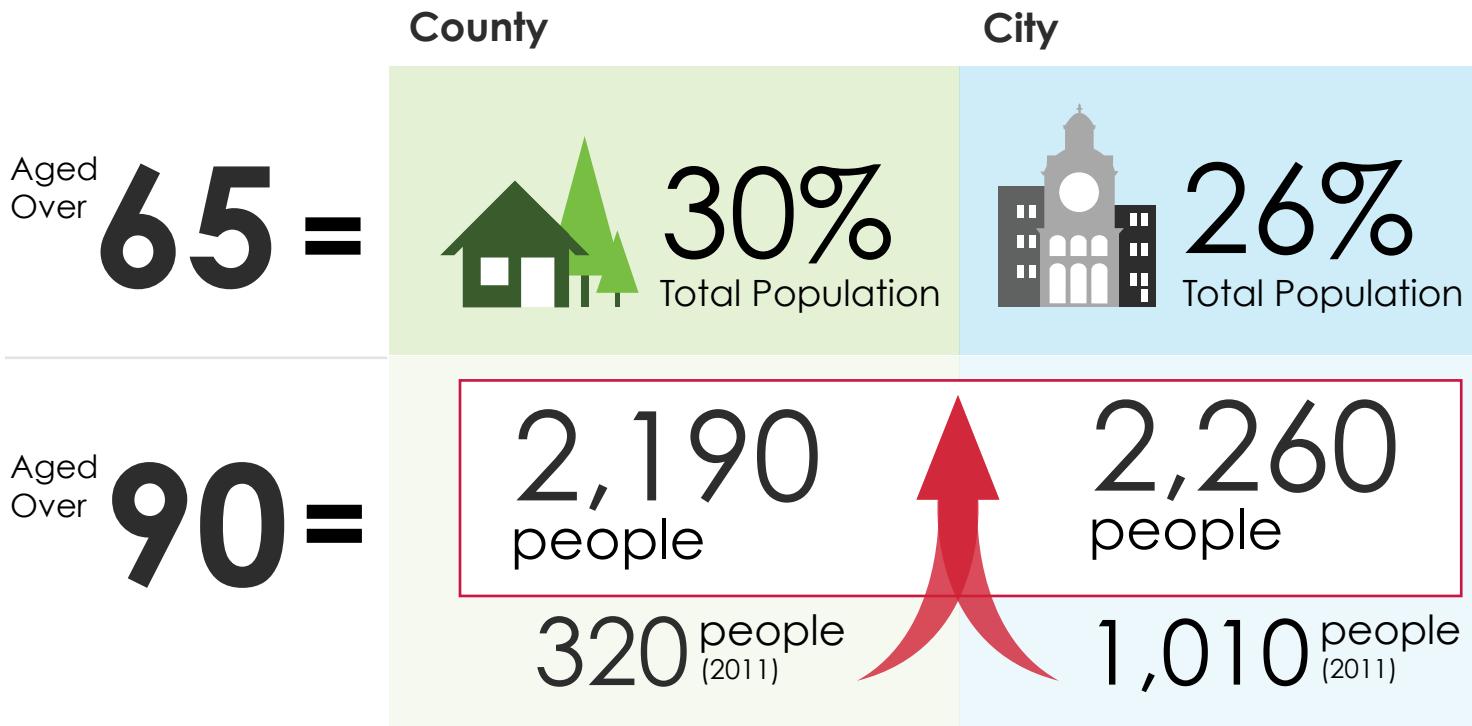
The Peterborough region has a total census population of approximately 135,000 year round residents, with 78,700 people residing in the City of Peterborough, 54,870 in the County Townships, and 1,365 in the two First Nations.

The southern half of the region has a predominantly agricultural land base, with some small urban settlements scattered throughout. To the north, the region is dominated by dense forests with many lakes and rivers interspersed. Peterborough County is a well-known cottage and outdoor recreation destination. This results in a pronounced seasonal population shift, with more people residing in the region during

the summer months. In the Township of North Kawartha, for example, the population is estimated to grow from 2,289 residents in the winter months to approximately 12,000 residents in the summer.

According to the 2011 census, people over the age of 65 account for approximately 20% of the Peterborough region's total population; this figure is slightly lower in the City and slightly higher in the County. The Peterborough region has an older age profile than the provincial average, and the percentage of people over 65 in the region is projected to increase substantially over the next 25 years, with a sharper increase expected in the County.

By 2041



Population forecasts suggest that the percentage of people aged 65 and over will grow to just over 30% of the population of Peterborough County, and to approximately 26% of the population of the City of Peterborough by 2041. In this time, the number of individuals aged 90 years and over will also increase substantially. In the County of Peterborough, this demographic is projected to grow from 320 individuals in 2011 to 2,190 individuals in 2041. In the City, the number of people aged 90 years and over is projected to grow from 1,010 individuals in 2011 to 2,260 individuals by 2041.

The demographic shift projected for the next 25 years make this a crucial time to ensure that we have appropriate services, programs, policies, and infrastructure in place to support our residents as they age.

Our Planning Process

The Peterborough Council on Aging (P.C.O.A.) has led the local age-friendly planning process in Peterborough. The P.C.O.A. is a community collaborative working to improve the health, safety and wellbeing of older adults in the Peterborough region. The group formed in 2009 as the Seniors Planning Table, and began as a small collection of local organizations wanting to increase awareness of issues facing people as they age. The P.C.O.A. has since grown into a broad-based collaborative of senior-serving organizations and older adult volunteers.

A subcommittee of the P.C.O.A., the Age-friendly Peterborough (A.F.P.) committee, led the development of this Plan. The A.F.P. committee is comprised of older adult volunteers, as well as representatives from the City and County of Peterborough, local First Nations administrations, senior-serving organizations, and researchers and academics.

The planning process was endorsed by City and County Councils and the Curve Lake and Hiawatha First Nations Councils through formal resolution. The committee has undertaken this work respectful of each Council's duty and authority for decision-making within its jurisdiction, and with a specific intention to uphold principles of indigenous self-determination and follow local protocols and best practice while engaging our First Nations partners.

Plan development has been managed by a full-time Coordinator, and supported by several part-time research assistants and administrative staff. The Municipality of Trent Lakes provided administrative oversight for project funding, which was obtained through an Ontario Trillium Foundation grant.

The Age-friendly Peterborough planning process was launched in the fall of 2014, and began with background research and relationship development with partner organizations across the region. A comprehensive review of existing community and social development plans across the region was undertaken to ensure that the age-friendly plan best aligned with existing policies and strategic priorities.

Between February and November 2015, the A.F.P. committee undertook a comprehensive community consultation process to gather input from residents and stakeholders to inform the Plan. Feedback was captured through a community survey and in focus groups with older adults, informal caregivers, and service providers. In total, 1,127 survey responses were received and 269 participants took part in focus groups. Municipal and First Nations staff and service provider organizations were instrumental in mobilizing residents across the region to engage in this process. The full consultation results, and a consultation summary report, can be found on the [P.C.O.A. website](#). A selection of findings and participant quotes from these consultations are also highlighted throughout this document.

In July 2016, based on the results of the consultation process and background research, the A.F.P. committee published the *Age-friendly Peterborough 2016 Baseline Report*. The *Baseline Report* identifies general features of an age-friendly community alongside local strengths and challenges to supporting healthy and active aging. The report also highlights relevant plans, policies, and initiatives influencing the Peterborough region. It is also available for download, on the [P.C.O.A. website](#).



1,127

Survey Responses



269

Focus Group Participants

Composed of



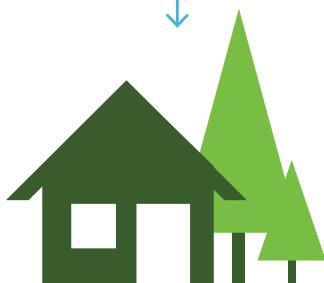
Older Adults



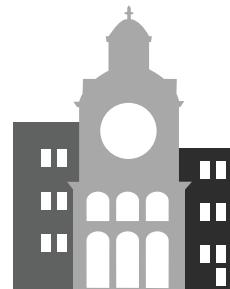
Informal Caregivers



Service Providers



40.5% from
The County
of Peterborough



51.6% from
The City
of Peterborough

In the summer of 2016 Age-friendly planning staff met with representatives from over 40 partner organizations to discuss and plan activities that could address the challenges and build on the strengths identified in the *Baseline Report*. With this partner input in place the P.C.O.A. held a half-day workshop with its members to discuss and prioritize activities to be included in the Plan.

The Community Action Plan outlined in this report is the result of a collaborative and consultative effort that included residents, services provider organizations, researchers and academics, and Municipal and First Nations staff.

Plan Overview

The Age-friendly Peterborough Community Action Plan is informed by a vision and objective, and guided by a set of seven core values.

Together, these constitute the framework of the Plan and were defined with input from members of the Age-friendly Peterborough planning committee and the Peterborough Council on Aging.

Vision

Peterborough is a **thriving** region that is **inclusive**, **respectful**, and **accessible** to people of all ages and abilities.

Objective

The Age-friendly Plan will support healthy and active aging; promote intergenerational connections; foster an appreciation of the aging process; and enhance physical, social, and health-related infrastructure.

Values

Alignment

Meeting the goals of the Age-friendly Plan will require alignment with related community plans. Action will be achieved by integrating the Plan outcomes within existing service-delivery and planning structures.

Collaboration

Supporting healthy and active aging is everyone's responsibility. Enhancing quality of life for older adults requires engagement of, and cooperation between, older adults, all levels of government, service providers, community-based organizations, and civil society.

Diversity

No two older adults are the same, and every person experiences the process of aging differently. Diversity of culture, race, gender, sexual orientation, physical and mental ability, and economic circumstance should be recognized and respected in all populations, including older adults.

Equity

Older adults, particularly those who experience vulnerability or marginalization, may require specific supports to access services depending on their circumstance. All older adults should have access to the services they require regardless of income, ability, or geography.

Inclusion

To live is to age. Healthy and active aging is a process for everyone. Relationships across generations and across differences strengthen communities and support all residents to live and age well.

Interconnection

Creating age-friendly environments requires work across sectors which exist in relationship to one another. Changes in one sector may impact access and service requirements in another.

Transparency

The Peterborough Council on Aging is committed to ongoing reporting on progress measures and the outcomes of the Age-friendly Plan.



Action Plan Structure

The Community Action Plan, which is presented in the following sections of this document, is organized into four goals.

For each goal a series of 6-7 strategic directions are articulated. For each strategic direction a set of proposed activities, with lead partners and general timelines for implementation, have been identified. Activities identified as 'ongoing' are, in some cases, already underway.

Throughout the document activities which have been identified as a priority for the work of the P.C.O.A. are marked with an asterisk*.

Each proposed activity begins with one of seven action words, each with a specific operational meaning in the context of the Plan. A list of these words and their associated meaning can be found in Appendix I.

The acronyms used to identify lead partners for each activity can be found in Appendix II.

Goal 1

Older adults' basic needs are met

What We Heard:

Local Strengths

- » New housing development
- » Retirement-style housing
- » Community support services
- » Local Family Health Teams
- » Hospital services
- » Medical clinics in rural communities

Local Challenges

- » Availability of diverse housing options
- » Housing design standards and accessibility
- » Availability of primary care providers
- » Availability of walk-in clinics
- » Rural access to medical specialists
- » Medical service quality and coordination
- » In-home and respite care
- » Mental health and addiction supports

Strategic Directions



= Community Support & Health Services



= Housing

Theme area	Strategic direction
	1.1 A diverse housing supply Diversifying the housing stock in our region will provide the infrastructure necessary to support aging in place.
	1.2 Appropriate housing choices Ensuring a diversity of housing choices can support older adults to select and transition to appropriate housing as needed.
	1.3 Supports to age in place Providing a range of supports, including home maintenance and in-home care, can help older adults remain in their homes for as long as possible.
	1.4 Health care on time and in place Increasing the availability and coordination of health care across the region will enhance older adults' ability to access appropriate and timely care.
	1.5 Diverse community support programs Community support programs that go beyond primary health care recognize and respond to the unique needs of older adults.
	1.6 Enhanced support services for vulnerable older adults Some older adults, especially those living in poverty, may benefit from specific programs and services to help them as they age.

Proposed Activities



Short-Term



Medium-Term



Long-Term



Ongoing

1.1 A diverse housing supply

Proposed Activity	Lead	Time-frame
a Support the implementation of sliding scale calculations of development charges based on square footage of units.	County P.D.	
b Implement a feasibility study for the development of on-reserve seniors' housing for the Hiawatha First Nation.	H.F.N.	
c Develop educational resources for municipal administrators on model permissive by-laws for the development of accessory units, garden homes, and smaller housing forms.	P.C.O.A.	
d Support the development of Community Improvement Plans that provide grants for accessibility upgrades in rental housing.*	City P.D.S.; County Townships	
e Develop educational resources for citizens about options and processes for building accessory units, garden homes, and smaller housing forms.	P.C.O.A.	
f Support the development of new supportive housing, and co-housing options for seniors.	City P.D.S.; County Townships	
g Advocate for increased funding for and expansion of Long-Term Care facilities in the Peterborough region.*	P.C.O.A.	



“Develop smaller Long-term Care settings combined with accessible housing and support services in areas so we maintain citizens in their own community as they age.”



-Survey respondent, City of Peterborough

1.2 Appropriate housing choices

Proposed Activity	Lead	Time-frame
a Support an audit of the seniors' social housing portfolio, including available accessibility features of buildings, nearby amenities, and access to public transportation.	City P.D.S.	
b Facilitate the delivery of education and training sessions about changing housing market demographics for the planning, development, and home building industries.	P.C.O.A.	
c Research available market-based independent living options for seniors in Peterborough City and County.*	T.C.A.S.	
d Research the feasibility of developing a local homeshare program focused on older adults.*	T.C.A.S.	
e Develop a coordinated listing of affordable housing options for seniors, including accessible features of buildings, amenities, and access to transportation.	P.C.O.A.	
f Develop a program to support older adults and their families during transitions to supportive forms of housing, including long-term care.*	P.C.O.A.	
g Develop a specialized older adult housing directory, including social, affordable, market-based retirement living, and supportive housing options.	P.C.O.A.	
h Promote the Ontario Aboriginal Housing Services FIMUR (First Nation, Inuit, Metis Urban and Rural) Assisted Homeownership and Home Repair programs.	City P.D.S.	

Model Program : Housing Information resources in London

Older adults living in London, Ontario have access to ample information to help them find housing that fits their lifestyle and their budget. The City of London has produced two guides to help older adults navigate their housing options. "A Guide to Seniors Housing: City of London and County of Middlesex" provides an overview of all seniors-designated housing facilities in the City of London and the surrounding areas in Middlesex county. The guide includes information such as building features, accessibility, nearby amenities, rent

support models, and access to transportation, to help prospective tenants choose housing that suits their needs. "Considering Housing Options for London's Aging Population" provides information on a variety of housing options that may meet the needs of older adults. The guide features some innovative housing models, including life lease options, CMHC Flex Housing, co-housing, home share, and the development of garden homes and secondary suites on existing residential properties.



1.3 Support to age in place

Proposed Activity	Lead	Time-frame
a Support expansion and enhancement of Peterborough Social Services' homemaker's program, modeled after the Hamilton Helping Hands Program.	City C.S.D	
b Support policies that streamline processes and provide grants for necessary accessibility upgrades in homes (including exterior ramps).	City P.D.S.; County Townships	
c Facilitate relationship development between community support service providers and seniors' housing managers to provide wellness services in homes.	City P.D.S.; P.H.C.	
d Support programs that educate social housing providers about their duty to accommodate, and help to find practical and affordable accommodations.	City P.D.S.	
e Promote energy retrofit programs, and funding opportunities that support accessibility upgrades for residential properties.	P.C.O.A.	
f Advocate for improving and expanding the low-income senior tax rebate program for City and County Residents.*	P.C.O.A.	

Model Program: Hamilton Helping Hands

The Hamilton Helping Hands program began in 1977 as a two-fold program: it provides employment training for individuals on social assistance, while helping low-income seniors and people with disabilities access home supports. The program works with 30-50 individuals each month who are on Ontario Works or Ontario Disability Support Program and are looking for work. Participants receive skills training, professional development, a monthly bus pass, job search support,

and a daily stipend for participation in the program. These participants complete a variety of home maintenance roles to support lower-income seniors, including home and yard care, house cleaning, snow clearing, laundry, and more. The program serves approximately 350 customers per year, and the fee-for-services is geared to income. This initiative is run by the City of Hamilton Community and Emergency Services Department.



1.4 Health care on time and in place

Proposed Activity	Lead	Time-frame
a Implement cultural competency training for health care professionals.	P.R.H.C.; P.t.b.o F.H.T.; N.C.C.	
b Implement a Senior Friendly hospital initiative.	P.R.H.C.	
c Develop education, training, and enhanced services for caregivers to improve access to information, identify early signs of burnout, and improve system navigation.	V.O.N.	
d Support improvements to, and expansion of, coordinated hospital discharge care programs and supports, including home visiting by primary care practitioners.	P.R.H.C.; P.t.b.o F.H.T.	
e Advocate for the creation of a primary care physician position to serve vulnerable populations with barriers to navigating the health care system.	P.C.O.A.	
f Advocate for the creation of a case coordinator position attached to HealthLinks as part of the Patients First health care transformation process.*	P.C.O.A.	
g Advocate for the creation of an Aboriginal Community Liaison position, shared between P.R.H.C. and the Family Health Team.	P.C.O.A.	
h Promote the use of the telemedicine clinic hosted by the Canadian Mental Health Association.	P.C.O.A.; C.M.H.A.	

“

“Outside organizations need to be more aware of the cultural differences, having organizations, hospitals, Doctor’s offices, businesses have a cultural awareness training or sessions especially when they have such a First Nation presence here.”

”

-Survey Respondent, Curve Lake First Nation



1.5 Diverse community support programs

Proposed Activity	Lead	Time-frame
a Promote the expansion of Geriatric Health's Music of Your Life iPod project throughout the region.	Geriatric Health	
b Facilitate partnership development between the Y.W.C.A and seniors' serving agencies, to create enhanced delivery options for the Just Food Box program.	Y.W.C.A P.t.b.o	
c Promote the delivery of C.M.H.A.'s 'Living Life to the Full' mental health and coping skills support program.	S.A.Cs.; C.M.H.A.	
d Support strengthening Community Care Peterborough's role in providing information and referral services, and position their County offices as community resource centres.	C.C.P.; City C.S.D; P.t.b.o E.M.S	
e Support Peterborough paramedics in strengthening community referral processes through follow-up with C.C.A.C and expanded referral relationships with local community service providers.	P.t.b.o E.M.S; C.C.P.	
f Promote Fleming College's massage therapy clinic and esthetician clinic for use by older adults.	P.C.O.A.	
g Advocate for increased funding and improved referral models for respite care services and programs.	P.C.O.A.	

1.6 Enhanced support services for vulnerable older adults

Proposed Activity	Lead	Time-frame
a Support the expansion of the County Case Worker outreach program to include enhanced transition planning supports for low-income residents who are approaching the age of 65.	City C.S.D	
b Support the delivery of a presentation by the local Basic Income Peterborough Network to the P.C.O.A. and partner organizations.	B.I.P.N.	
c Research the specific needs of older adults who use emergency shelters, meal programs, drop-ins, and/or food banks.*	T.C.A.S.; C.M.H.A.	
d Facilitate new partnerships to enhance diabetes support programs through access to local food and food literacy training.	Nourish Project	
e Advocate for the development of a Basic Income Guarantee program, and support pilot initiatives.	P.C.O.A.	
f Advocate for policies that ensure income supports grow with inflation.	P.C.O.A.	
g Advocate for the expansion of public dental programs for older adults living on low incomes.*	P.C.O.A.	



Promising Local Practice: Peterborough Social Services County Case Workers

In order to better reach vulnerable rural populations, the City of Peterborough Social Services Division (which provides service in the City and County of Peterborough) provides drop-in services in Buckhorn, Havelock, Norwood, and Apsley. The drop-in service, called the County Outreach Program, is available to any resident in need of help or information about community referrals, employment, childcare, food, shelter, transportation, and income assistance. Older adults can use this service to access information

about relevant topics, including Old Age Security, health services, or local recreation programs. A 2013 evaluation of the program found that 60% of clients were very satisfied with outreach service hours, and clients' overall satisfaction with the Social Services Division increased after the implementation of the County Outreach Program. The Social Services Division is hoping to build on the success of the County Outreach program in the coming years.

Goal 2

Older adults are able to get around the community

What We Heard

Local strengths

- » Support for active transportation improvements
- » Community-based driving services
- » Courteous transit staff
- » Accessibility of Peterborough Transit

Local challenges

- » Rural transportation options
- » Condition of road infrastructure
- » Sidewalk condition, availability, and accessibility
- » Winter maintenance of roads and sidewalks
- » Parking accessibility and affordability
- » Peterborough Transit service levels (including Handi-Van)

Strategic Directions



= Transportation



= Outdoor Spaces and Buildings

Theme area	Strategic Direction
	2.1 Affordable and flexible rural transportation options Rural transportation options help older adults access services, and take part in social activities, supporting them to remain in their community of choice as they age.
	2.2 Improved public transit in the City of Peterborough Reliable, affordable, accessible, and convenient public transit systems increase older adults' mobility and ability to travel independently in the community.
	2.3 A safe and well-maintained road network Well-maintained roads with enhanced safety features can support older adults to travel safely and confidently throughout the region.
	2.4 A safe, well-maintained, and connected active transportation network Active transportation infrastructure supports people to remain active as they age.
	2.5 Adequate, accessible parking Accessible parking can enable older adults to complete daily tasks, run errands, and easily access services.
	2.6 Complete community design Communities that include a mix of housing, services, and recreation spaces support older adults to remain in their community of choice as they age.

Proposed Activities



2.1 Affordable and flexible rural transportation options

Proposed Activity	Lead	Time-frame
a Research innovative rural transportation models that could be implemented in Peterborough.*	T.C.A.S.	
b Support the re-examination of the rural transportation service recommendations in the County of Peterborough's Transportation Master Plan as part of the 2018 update.	County P.W.D.	
c Research the feasibility of developing a community ride share program.	T.C.A.S.	
d Advocate for additional funding to support improvements to, and expansion of, Community Care Peterborough's transportation services.*	P.C.O.A.	

“ “There is no public transportation in Bridgenorth that I am aware of, so if I am unable to drive due to age, I would have to sell my home and move.” **”**

-Survey respondent, Selwyn Township

Model Program: Ottawa rural transit options

Similar to the Peterborough region, the City of Ottawa has a rural population with distinct transportation needs. Ottawa has responded to these needs by offering an array of rural transportation options. Ottawa's transit authority, OC Transpo, offers a variety of transit options to rural residents including daily peak period service from rural communities, free weekly

rural shoppers' buses, rural Para Transpo, a taxi coupon program, and rural community support rides. OC Transpo has also supported older adult riders through a variety of initiatives, including Ride Free Wednesdays for seniors, reduced senior fares, and free fares for support persons.

2.2 Improved public transit in the City of Peterborough

Proposed Activity	Lead	Time-frame
a Implement integrated transit mapping and transportation planning technology.	City U.S.D.	
b Support increased capacity for the Handi-Van service, including exploring options to implement an accessible community bus.	City U.S.D.	
c Develop a transit education program that highlights the accessible features of conventional transit, reinforces courtesy seating protocols, and includes free rides.*	P.C.O.A.	
d Research the feasibility of developing an adopt-a-bus-shelter program for snow removal around high traffic bus stops.	T.C.A.S.	
e Support the construction of new accessible bus shelters with improved amenities, including seating, route maps, and time-to-next-bus displays at major transit hubs.	City U.S.D.	
f Advocate for the consideration of the needs of older adults when setting levels of service for transit and prioritizing shelters and other amenities.*	P.C.O.A.	

2.3 A safe and well-maintained road network

Proposed Activity	Lead	Time-frame
a Support the implementation of the County of Peterborough's Pilot Road Safety Audit program, and encourage the inclusion of older adult residents in the program.	County P.W.D.	
d Support the installation of additional multi-use share the road signs on rural roads across the region.	County P.W.D.	
b Support the adoption of the County of Peterborough's enhanced road sign procedures across the region.	County Townships	
c Support policies and procedures to improve timeliness and frequency of road brushing on rural roads across the region.	County Townships	
e Support the installation of enhanced safety features at intersections and trail crossings with high vehicle, pedestrian, and/or cyclist volumes.	City U.S.D.; County Townships	
f Support continuous review of procedures and technology to enhance overall effectiveness and timeliness of snow clearing on roads across the region.	City U.S.D.; County Townships	
g Support policies and operational practices to consider enhanced traffic calming measures, active transportation facilities, and accessibility features in road reconstruction projects.	City U.S.D.; County P.W.D.	

2.4 A safe, well-maintained, and connected active transportation network

Proposed Activity	Lead	Time-frame
a Implement performance and evaluation measures for active transportation infrastructure and programs that include age-related data.	City U.S.D.; GreenUP	
b Implement the continuation of, and partnership development for, cycling skills and active transportation workshops accessible to older adults.	GreenUP	
c Develop a program for conducting walkability assessments undertaken with residents of seniors-designated housing and accessible housing, and routes to recreational facilities.*	P.C.O.A.	
d Support the expansion and enhancement of the regional cycling network, including the development of additional multi-use trails, enhancements to existing multi-use trails, the creation of new protected on-road facilities, and the provision of paved shoulders in key sections of busy vehicular corridors.	City U.S.D.; County P.W.D.	
e Support policies that require sidewalks to be built on both sides of new and reconstructed streets in the City of Peterborough, and that prioritize sidewalk connectivity and walking route development in the Townships.	P.C.O.A.	
f Support the consideration of various types of disabilities and mobility aids, such as motorized wheel chair and scooter accessibility needs, when assessing transportation plans and policies.	City U.S.D.; County P.W.D.; County Townships	
g Support the implementation of the City's Sidewalk Strategic Plan.	City U.S.D.	
h Support continuous review of procedures and technology to enhance overall effectiveness and timeliness of snow clearing on sidewalks, trails, and cycling facilities across the region.	City U.S.D.; County P.W.D.; County Townships	





Local Promising Practice: Cavan Monaghan upgrades King Street

Recent upgrades to King Street in Millbrook have helped to make Millbrook's downtown a more vibrant, accessible, and attractive public space. In July 2016, The Township of Cavan Monaghan completed the reconstruction and streetscape upgrade on King Street. In addition to laying new asphalt, the reconstruction included accessibility upgrades, enhanced pedestrian facilities, and increased traffic calming

features (such as hatched crosswalks and painted traffic bump outs). New street trees, upgraded street lights, enhanced accessible parking spaces, and additional bicycle parking were also included in the reconstruction, making King Street an accessible streetscape for a variety of road users. The streetscape upgrades were a part of the Downtown Millbrook Revitalization Strategy.

2.5 Adequate, accessible parking

Proposed Activity	Lead	Time-frame
a Develop a program of courtesy parking spaces for older adults, pregnant women, and families with young children at public buildings.	P.C.O.A.	
c Support enhanced design standards for accessible on-street parking in the City of Peterborough.	City A.A.C.	
b Support the development of bicycle parking requirements as part of zoning by-laws that will require developments to provide minimal bicycle parking through the site plan approval process.	City P.D.S.; County P.D.	

2.6 Complete community design

Proposed Activity	Lead Agency	Timing
a Support the creation of enhanced traffic study requirements for subdivision approval processes that address multi-modal transportation.	City U.S.D.; County P.W.D.	
b Support the co-location of health and social services in integrated community hubs as feasible.	City C.S.D; County P.D.; County Townships	
c Advocate for policies that encourage the development of new housing in complete communities that provide for essential services within a 10 minute walk.*	P.C.O.A.	
d Advocate for the adoption of higher greenfield density targets for serviced settlement areas than currently exist in order to enable the building of complete communities.*	P.C.O.A.	



“Have architects and developers focus more on people living ‘in community’ with ability to walk, cycle to obtain necessities: food, stores, entertainment, recreation, health care rather than isolated in subdivisions dependent on motorized vehicles.”

”

-Survey respondent, Municipality of Trent Lakes



Goal 3

Older adults are supported to build and maintain relationships

What We Heard

Local strengths:

- » Availability of parks and greenspace
- » Outdoor recreation opportunities
- » City recreation and culture facilities
- » Library facilities
- » Strong sense of community
- » Celebration of older adults in the community

Local Challenges:

- » Lack of amenities in parks
- » Accessibility and perceived safety of public spaces
- » Social isolation
- » County recreation and culture facilities
- » Opportunities for intergenerational connection
- » Customer service for those requiring accommodation
- » Portrayal of older adults in the media

Strategic Directions



= Social Participation



= Outdoor Spaces and Buildings



=Respect and Social Inclusion

Theme area	Strategic Direction
	3.1 Vibrant downtown commercial areas Commercial areas that are accessible, vibrant, and welcoming can support older adults to engage in the social, civic, and economic lives of their communities.
	3.2 Age-friendly parks and community facilities Parks and community facilities that include age-friendly amenities and features can support older adults to remain socially connected and active as they age.
	3.3 Outreach to isolated older adults Older adults may experience periods of social isolation; outreach and engagement programs can support these individuals to re-engage in their communities or mitigate the negative effects of isolation.
	3.4 Intergenerational programming Fostering intergenerational connection can support older adults to build and maintain lasting relationships and dispel myths and misperceptions about aging and older adulthood.
	3.5 Diverse representations of aging Recognizing the diversity of individuals' identities and experiences as they age creates an inclusive environment for older adults of varied cultures, races, genders, sexual orientation, abilities, and economic circumstances.
	3.6 Age-friendly businesses Businesses with accessible features and age-friendly customer service will empower older adults to confidently purchase services and products.

Proposed Activities



Short-Term



Medium-Term



Long-Term



Ongoing

3.1 Vibrant downtown, commercial areas

Proposed Activity	Lead	Time-frame
a Support the inclusion of accessibility considerations in the review of the City's public art policy.	City C.S.D	
b Support the adoption of by-laws that inform the positioning of business sandwich boards on sidewalks to provide a clear path of travel.	City A.A.C.	
c Research opportunities to develop a program to engage individuals with barriers to employment in downtown street-cleaning and beautification.	T.C.A.S.	
d Support the development of Community Improvement Plans that provide incentives for accessibility upgrades, including enhanced entrances and weather protections.*	City P.D.S.; County Townships	
e Support the consideration of placemaking principles in all downtown street reconstruction projects, including the integration of rest zones, public art, and street amenities.	City U.S.D.; City P.D.S.	
f Support small business development in rural settlement areas.	County Townships	



Promising Local Practice: City of Peterborough Accessible Resources Map

For residents of Peterborough with accessibility needs, the City of Peterborough's Accessible Resources Maps provide a centralized resource to navigate the City's accessible public amenities. The City of Peterborough's Accessibility Advisory Committee has partnered with the GIS division to develop the maps, which identify accessible amenities in the City. There are three accessible resource maps in the series: one

which identifies accessible washrooms, one with accessible parking spaces, and one with accessible playgrounds. In total, the maps show the location of 20 accessible washrooms in City facilities, over 20 accessible on-street parking spaces in the downtown core, and six accessible playgrounds (including photos of the accessibility features).



3.2 Age-friendly parks and community facilities

Proposed Activity	Lead	Time-frame
a Support the creation of new municipal policies that require inclusion of universal washrooms (single stall, accessible washrooms that are not gender specific) in park buildings.	City A.A.C.	
b Support the installation of new age-friendly features in parks across the region (e.g. outdoor exercise equipment, games tables, accessible walking paths, benches, shade structures, appropriate lighting) as feasible.	City C.S.D; County Townships	
c Develop an age-friendly facilities program for existing parks and public facilities, which includes design and amenity guidelines and an audit tool.	P.C.O.A.	
d Support the construction of multi-use recreation facilities with senior-focused amenity spaces in the County of Peterborough as feasible.	M.A.T.R.G.	
e Support the development, enhancement, and protection of parkland and other open space within neighbourhoods.	City C.S.D; County Townships; City U.S.D.	
f Support the inclusion of covered drop-off zones in renovations and retrofits of public facilities.	City C.S.D; County Townships	
g Advocate for new policies that support the inclusion of accessible community garden features at community facilities and in parks, where appropriate and where interest exists.	P.C.O.A.	
h Support the use and repurposing of existing community facilities for older adult programming.	M.A.T.R.G.	

“We should have a rating system for accessibility of services and buildings.”

-Focus group participant, City of Peterborough

Model Program: Age-friendly parks in London, Ontario

The Age-friendly London network has developed an age-friendly park checklist to assess the age-friendliness of municipal park facilities. The checklist allows community members to assess the age-friendliness of parks by conducting simple audits, which are focused on theme areas including: accessibility of pathways,

seating, washrooms, amenities, opportunities for participation, signage, safety, and shade availability. To date, the age-friendly park checklist has been used to score over 377 parks in London, which has helped to identify the strengths and gaps in the age-friendliness of London's parks.

3.3 Outreach to isolated older adults

Proposed Activity	Lead	Time-frame
a Support the delivery of 'Seniors Safety Guides' during annual fire prevention programs and smoke alarm checks, and in Emergency Management presentations for vulnerable populations.	City Fire Services; County Townships; City E.M.	
b Support new networking and collaborative capacity building opportunities for organizations involved in elder abuse prevention in LTC settings and the community.	A.P.O.A.N.	
c Promote expansion of the 'It's not right' program to train service staff to identify risk factors for isolation and elder abuse in the community.	Elder Abuse Ontario	
d Support specialized training for Fire fighter recruits on seniors' fire safety and encourage the delivery of training opportunities at vulnerable occupancy housing locations.	City Fire Services	
e Promote increased public awareness of the vulnerable persons and mental health concerns registries, and help older adults and caregivers navigate the process of registering.	P.C.O.A.; C.M.H.A.	
f Promote the use of 'tea and talk' toolkits by seniors groups across Peterborough City and County.	P.C.O.A.	
g Advocate for additional resources (staff and infrastructure) to accommodate future community emergency medical service needs and pilot a community paramedicine program.*	P.C.O.A.	

3.4 Intergenerational programming

Proposed Activity	Lead	Time-frame
a Research existing intergenerational programs in local schools and childcare centres.	Mount C.C.	
b Support the participation of older adults in the Y.W.C.A's 'Growing Belonging' program.	Y.W.C.A P.t.b.o	
c Support the development of new opportunities to involve older adult patrons in child minding and youth recreation programs at the Peterborough Sport and Wellness Centre.	P.S.W.C.	
d Facilitate the development of new intergenerational mentoring and program opportunities, including skill-share workshops facilitated by older adults.	P.C.O.A.	
e Support the expansion of Peterborough Economic Development's mentorship program to match older business professionals with younger entrepreneurs.	P.E.D.	
f Develop a "living library" program delivered at the main branch of the Peterborough Public Library.	P.C.O.A.	
g Facilitate placement opportunities for Fleming College, and Trent University students in older adult serving organizations.	P.C.O.A.	

“Some seniors are very isolated and lonely and would benefit from local activities that encourage positive conversation.”

-Focus Group Participant, Selwyn Township



3.5 Diverse representations of aging

Proposed Activity	Lead	Time-frame
a Develop a public education campaign to combat ageism.	P.C.O.A.	
b Support the delivery of presentations about aging activism to the P.C.O.A. and partner organizations.	Aging Activisms	
c Develop an education and training program for senior serving agencies and housing facilities to foster LGBTQ positive spaces and services.	P.C.O.A.	
d Promote the distribution of art and media produced through the Bodies in Translation and Aging Activisms projects.	P.C.O.A.; B.I.T.; Aging Activisms	
e Support Fleming College and Trent University to develop further specialized certificates and concentrations focused on seniors' needs and geriatric issues, including consideration of the needs of newcomer older adults.	Fleming College; T.C.A.S.	
f Promote public events that foster diverse images of aging through art and arts creation.	P.C.O.A.	



"It is important to ensure that diversity is depicted and normalized - not all seniors are white, English speaking, heterosexual and affluent. Not all can afford to retire – many have to keep working."



-Survey respondent, City of Peterborough

3.6 Age-friendly businesses

Proposed Activity	Lead	Time-frame
a Develop guidelines and tools for businesses outlining age-friendly practices and processes, including the benefits of hiring older workers and opportunities for extended work-life arrangements.	P.C.O.A.	
b Develop a program to recognize businesses that have age-friendly practices and features.*	P.C.O.A.	
c Implement age-friendly customer service training for businesses.*	P.C.O.A.	
d Facilitate businesses to implement additional age-friendly practices and features.	P.C.O.A.	
e Promote the Age-friendly business program at local events, trade-shows, and through existing business networking organizations.	P.C.O.A.	
f Facilitate local participation in provincial Age-friendly Business initiatives.	P.C.O.A.	



Goal 4

**Older adults have the opportunity
to learn, grow, and contribute**

What We Heard

Local strengths:

- » Local volunteer engagement
- » Availability of local media sources
- » Social groups and clubs

Local challenges:

- » Volunteer coordination
- » Engagement of older adults in the workforce
- » Availability of retirement training and supports
- » Access to health and social service information
- » Opportunities for continuing education

Strategic Directions



= Social Participation



= Civic Participation and Employment



=Communication and Information

Theme area	Strategic direction
	4.1 Accessible public meetings and events Accessible meetings and events support older adults to remain active and engaged as they age.
	4.2 Support for volunteerism Well-coordinated and well-promoted volunteer opportunities can help older adults identify and engage in roles that align with their skills and interests.
	4.3 Diverse and flexible employment opportunities Flexible employment opportunities support older adults to remain employed in appropriate roles as they age.
	4.4 Transparent and participatory decision-making Transparent and participatory decision-making processes empower older adults to contribute their unique perspectives, experiences, and skills to decision-making processes.
	4.5 Access to information Making information readily accessible in a variety of formats will help older adults obtain the information they need to remain engaged and informed.
	4.6 Life-long learning opportunities Providing education and learning opportunities for older adults allows individuals to continue to learn and grow as they age.
	4.7 Diverse social and recreation opportunities Access to a variety of social and recreational opportunities can support older adults to remain socially engaged as they age.

Proposed Activities



Short-Term



Medium-Term



Long-Term



Ongoing

4.1 Accessible public meetings and events

Proposed Activity	Lead	Time-frame
a Develop an inventory of accessible meeting rooms available for public bookings.*	P.C.O.A.	
b Support the development of new volunteer opportunities for older adult patrons, including serving as facility greeters at the Peterborough Sport and Wellness Centre.	City C.S.D.; P.S.W.C.	
c Promote Ontario Municipal Social Services Association's guide to conducting accessible meetings.	P.C.O.A.	
d Advocate for the use of live-stream and closed captioning of municipal council and committee meetings.	P.C.O.A.	

4.2 Support for volunteerism

Proposed Activity	Lead	Time-frame
a Research best practices and available tools for volunteer coordination and recruitment.	T.C.A.S.	
b Support the Peterborough Sport and Wellness Centre to develop new volunteer opportunities for older adult patrons, including serving as facility greeters.	P.S.W.C.	
c Develop a public education campaign to promote diverse older adult volunteers and their experiences.	P.C.O.A.	
d Support older adult recruitment for the emergency volunteer registry, to serve as volunteer meeters and greeters at evacuation and reception centres.	City E.M.	
e Support the implementation of the volunteer engagement strategy set out in Vision 2025, a 10-year strategic Plan for Recreation, Parks, Arenas and Culture.	City C.S.D.	

4.3 Diverse and flexible employment opportunities

Proposed Activity	Lead	Time-frame
a Support the development of specialized services at the Business Advisory Centre for older adults considering self-employment as a career option.	P.E.D.	
b Promote skills training and support programs for older adults wishing to re-enter the workforce.	P.C.O.A.; C.M.H.A.	
c Promote succession planning for small and medium sized businesses.	P.E.D.	

4.4 Transparent and participatory decision-making

Proposed Activity	Lead	Time-frame
a Promote diverse multi-generational representation on all planning boards, council committees, and other decision-making bodies.	City C.S.	
b Facilitate older adult involvement in planning and community development processes across the region (e.g., Transportation plans, Official Plans, operational plans, public space design processes, and Community Improvement Plans).	P.C.O.A.	
c Advocate for the implementation of municipal participatory budgeting processes across the Peterborough region.	P.C.O.A.	

“

Decision-making groups need to be sure that some of their members are from the older population.

”

-Survey respondent, Havelock-Belmont-Methuen



Promising Local Practice: City of Peterborough 2016 Participatory Budgeting Pilot

In 2016, residents of the City of Peterborough were invited to engage with municipal capital budgeting through the 2016 My Peterborough Participatory Budgeting process. My Peterborough was designed to involve residents in municipal decision-making by identifying and voting for capital improvement projects in their wards. Each of the five wards had \$20,000 available to allocate to projects proposed

by community members. After initial brainstorming meetings in each ward to gather project proposals, residents were invited to submit proposals and then vote on the project that they would like to see completed in their ward. A total of ten capital improvement projects were selected through the participatory budgeting process in 2016, and the projects were all approved by Council in the summer 2016.

4.5 Access to information

Proposed Activity	Lead	Time-frame
a Implement a text to 911 service for individuals with hearing loss.	City C.S.	
b Support enhancements to the community services map, and investigate opportunities for further integration of mapping initiatives across the region.	City C.S.D.; City P.D.S.	
c Support the curation and development of mobile applications to assist seniors in navigating health and social services.	P.C.O.A.	
d Develop the P.C.O.A. website as a central portal for information on services and programs for older adults.	P.C.O.A.	
e Promote the use of 211 and communityconnect.ca by non-profit and service provider organizations.	P.C.O.A.; City C.S.D.	
f Develop the annual Seniors' Showcase event as the premier information event for older adults.*	P.C.O.A.	
g Promote the use of the City of Peterborough's Guide to Accessible Documents by external organizations.	P.C.O.A.	

“ “We need one hub or a phone line that has all community services for all ages, that is well promoted.” **”**

-Focus group participant, Selwyn



Promising Local Practice: Curve Lake Annual Health and Seniors Information Fair

For residents of Curve Lake First Nation, access to health care information is simple and straightforward: Curve Lake hosts an annual health fair where Health Centre staff and other relevant health service providers promote their programs and provide health and safety information to community members. The Curve Lake

Health Fair provides a centralized, single point of access for residents of Curve Lake to gather the information they need to navigate health care services in the Peterborough area. The event also includes giveaways, door prizes, and a community dinner, making it an attractive and enjoyable community event for attendees.

4.6 Life-long learning opportunities

Proposed Activity	Lead	Time-frame
a Support the delivery of community-based workshops to inform older adults and other interested community members about processes and issues related to delegated authority and powers of attorney.	Elder Abuse Ontario; County Townships	
b Support the development of a community membership program at Traill College, as per the Traill College Review.	Traill College; County Townships	
c Support the delivery of computer literacy programs at libraries, retirement homes, schools, and seniors' activity centres.	City C.S.D.; S.A.Cs.; County Townships	
d Support the development of a coordinated older adult continuing education initiative.	T.C.A.S.; Traill; Fleming College; County Townships	
e Develop the annual Seniors' Summit event as the premier education event for older adults.*	P.C.O.A.; County Townships	

“Continuing education courses would be of interest.”

-Survey respondent, Selwyn

4.7 Diverse social and recreation opportunities

Proposed Activity	Lead	Time-frame
a Research the feasibility of developing a memorandum of understanding to waive any non-resident fees at local libraries throughout the Peterborough region.*	T.C.A.S.; County Townships	
b Implement a seniors' subsidy program at the Sport and Wellness Centre.	P.S.W.C.; County Townships	
c Support ongoing coordination and strategic planning for older adult programming at seniors' activity centres.	City C.S.D.; S.A.Cs.; County Townships	
d Support the expansion and enhancement of programs at culture, recreation and wellness facilities and libraries across the region considering the changing interests and perspectives of the older adult community.	City C.S.D.; County Townships	

Implementation

The Peterborough Council on Aging will be responsible for implementing the Age-friendly Peterborough Plan over the next five years. The P.C.O.A. will work collaboratively with partner organizations and volunteers to achieve the goals we have set for our community. The Plan will serve as the foundation for annual workplans, and will guide the activities of P.C.O.A. sub-committees.

To implement the Plan, the P.C.O.A. may pursue project funding to support specific activities in collaboration with relevant partners. In some cases, activities will be implemented through the modification of existing business practices and/or the creation of new practices and policies. In these cases, implementation of activities will be subject to partners' internal decision-making processes and strategic priorities.

The timelines included in this document are intended as a guide for lead organization(s) and all partners are welcome and encouraged to enhance their programs,

services, sooner. As in all collaborative endeavors, full implementation and realization of the goals in the Plan will require ongoing leadership and commitment on the part of each partner organization.

Progress towards the goals of this Plan will be measured on an annual basis and an annual report card will be published to communicate annual achievements to partners and members of the public. A full review of the Plan is anticipated to be undertaken in 3-5 years with consideration to the progress that has been made, and any major changes to the planning and service delivery context.

The P.C.O.A. is committed to ongoing engagement with the public throughout the implementation of the Plan. Community members and agency representatives who are interested in contributing to Plan implementation are invited to visit the [P.C.O.A. website](#) to learn about volunteer opportunities.

Together we can build a region that is
**inclusive, respectful, and accessible to
people of all ages and abilities.**



Appendix I: Action Word Definitions

Advocate	To publicly recommend a particular program, policy, or process.
Develop	To initiate a new program, process, or policy.
Facilitate	To make a program, policy, or process easier to undertake.
Implement	To put an existing program, process, or policy into effect.
Promote	To encourage and provide information about a program, policy, or initiative.
Research	To investigate a particular course of action or area of information further.
Support	To assist or provide approval for undertaking a program, policy, or process.

Appendix II: Organization Acronyms

Aging Activisms	Aging Activisms Collective
A.P.O.A.N.	Abuse Prevention of Older Adults Network
A.S P.K.L.N.	Alzheimer Society Peterborough Kawartha Lakes Northumberland
B.I.P.N.	Basic Income Peterborough Network
B.I.T.	Bodies in Translation
C.C.P.	Community Care Peterborough
City A.A.C.	City Accessibility Advisory Committee
City C.S.	City Corporate Services
City C.S.D.	City Community Services Department
City E.M.	City Emergency Management
City Fire Services	City Fire Services
City P.D.S.	City Planning and Development Services
City U.S.D.	City Utility Services Department
C.L.F.N.	Curve Lake First Nation
C.M.H.A.	Canadian Mental Health Association Haliburton Kawartha Pine Ridge
County P.D.	County Planning Department
County P.W.D.	County Public Works Department
County Townships	Township of Asphodel-Norwood, Township of Cavan Monaghan, Township of Douro-Dummer, Township of Havelock-Belmont-Methuen, Township of Otonabee-South Monaghan, Township of North Kawartha, Selwyn Township, Municipality of Trent Lakes

D.B.I.A.	Peterborough Downtown Business Improvement Area
Elder Abuse Ontario	Elder Abuse Ontario
Fleming College	Fleming College
Geriatric Health	Geriatric Health
GreenUP	GreenUp
H.F.N.	Hiawatha First Nation
Kawartha Chamber	Kawartha Chamber of Commerce and Tourism
K.P.R.D.S.B.	Kawartha Pine Ridge District School Board
M.A.T.R.G.	Municipal Access to Recreation Group
Mount C.C.	Mount Community Centre
N.A.S.C.	Niijkiwendidaa Anishnabekwewag Services Circle
N.C.C.	New Canadians Centre
Nourish Project	Nourish Project
O.P.P.	Ontario Provincial Police
P.C.O.A.	Peterborough Council on Aging
P.E.D.	Peterborough Economic Development
P.H.C.	Peterborough Housing Corporation
P.P.H.	Peterborough Public Health
P.R.H.C.	Peterborough Regional Health Centre
P.S.W.C.	Peterborough Sports and Wellness Centre
P.t.b.o. Chamber	Peterborough Chamber of Commerce
P.t.b.o E.M.S.	Peterborough Emergency Medical Services
P.t.b.o F.H.T.	Peterborough Family Health Team
P.t.b.o Police	Peterborough Police Service
P.V.N.C.D.S.B.	Peterborough Victoria Northumberland Catholic District School Board
S.A.Cs.	Seniors' Activity Centres
T.C.A.S.	Trent Centre for Aging & Society
T.F.S.C.	Trent-Fleming Streering Committee
T.H.F.H.T.	Trent Hills Family Health Team
Traill College	Traill College (Trent University)
V.O.N.	Victorian Order of Nurses
Y.W.C.A P.t.b.o.	Y.W.C.A Peterborough Haliburton



pcoa
peterborough council on aging