



Older Adult Plan for Recreation

Final | 2019



MISSISSAUGA

City of Mississauga

Older Adult Plan for Recreation

FINAL

Submitted:

June 26, 2019

Prepared for:

Recreation Division, Community Services Department, City of Mississauga

Prepared by:

mbpc
Monteith•Brown
planning consultants

in
association
with

tra.
TUCKER-REID & ASSOCIATES

Acknowledgements

Project Steering Committee

Shari Lichterman	Director, Recreation
Kelly Reichheld	Manager, Sport, Community Development & Hershey
Kristina Zietsma	Manager, Aquatic, Therapeutic and Fitness
Maurice Swaby	Manager, Business Planning
Andrew Noble	Manager, North District
Brad Stoll	Manager, South District

Project Core Team

Jennifer Cowie Bonne	Manager, Community & Neighbourhood Development
Orville Edwards	Community Development Coordinator (Youth)
Lorena Smith	Community Development Coordinator (Older Adults)
Arlene D'Costa	Business Advisor, Business Planning
Rachel Fraser	Business Advisor, Business Planning

Consulting Team

Monteith Brown Planning Consultants
Tucker-Reid & Associates

Table of Contents

Executive Summary	i
Introduction	1
1.1 Purpose	1
1.2 Strategic Framework for the Plan	2
1.3 Methodology	2
1.4 Summary of 2008 Mississauga Older Adult Plan & City Achievements	3
Foundation of the Older Adult Plan for Recreation	5
2.1 Overview	5
2.2 Alignment with Framework for Recreation in Canada	5
2.3 Mississauga's Older Adult Population	6
2.4 Selected Trends in Recreational Services for Older Adults	10
2.5 Summary of Consultations	13
Older Adults Service Delivery	15
3.1 Overview	15
3.2 Observations from Research & Consultations	15
3.3 Mississauga Older Adult Recreation Service Delivery	16
3.4 Older Adult Clubs/Providers	16
3.5 Mississauga Seniors Centre	18
3.6 Active Adult Centre of Mississauga	20
3.7 City Offered Programs and Services	20
3.8 Community Development Unit	20
3.9 Community Group Registry Policy	21
3.10 Volunteers	21
3.11 Community Centre Older Adult Committees	21
3.12 Older Adult Advisory Panel	22
3.13 Financial Impact and Monitoring	22
3.14 Organizational Effectiveness	23
3.15 Quality Assurance Methodologies	24
3.16 Recommendations	24
Older Adult Programming	26
4.1 Overview	26
4.2 Observations from Research & Consultations	26
4.3 Definition of Older Adult	27
4.4 Access and Inclusion	28
4.5 Low Cost/No Cost Programs	30
4.6 Programs offered through Older Adult Groups	30
4.7 Programs offered through Community Partners	31
4.8 Recommendations	31
Allocation of Indoor Space for Older Adults	32
5.1 Overview	32
5.2 Observations from Research & Consultations	32
5.3 Current Space Utilization	33

5.4	Future Space Planning	34
5.5	Recommendations	34
Future Older Adult Facility Design and Space Needs		35
6.1	Overview	35
6.2	Observations from Research & Consultations	35
6.3	Optimization of Recreation Facility Space	35
6.4	Accessibility	36
6.5	Future Space Accommodations	36
6.6	Age Friendly Communities	37
6.7	Recommendations	37
Implementation Plan		39
Appendix A Older Adult Survey Summary		43
	Older Adult Survey Results	43
	Participation	43
	Volunteering	44
	Barriers to Participation	44
	Future Expectation of Participation & Services	45
	Sample Demographics	45
Appendix B Older Adult Workshop Summaries		47
	Malton Older Adults Workshop	47
	Older Adult Advisory Panel Workshop	49
	Community Centre Older Adult Committees Workshop	50
Appendix C Agency & Partner Focus Group Summaries		51
	Newcomer Agencies Workshop	51
	Older Adult Service Providers and Agencies Workshop	52
Appendix D Staff Workshop Summaries		53
	City Staff Workshops	53
	Non-Recreation Staff Sessions (2)	54
	Managers Workshop	55
	Program Staff Workshop	56
Appendix E Older Adult Feedback Session & Survey Summaries		57
	Question and Answer Section of the Older Adult Feedback Sessions	59
Appendix F Community Centre Room Usage Data		63
	Major Community Centre Room Usage Throughout the Day, Weekdays September through June	63
	Minor Community Centre Room Usage Throughout the Day, Weekdays September through June	65

Executive Summary

The Older Adult Plan for Recreation (“the Plan”) examines the 2008 Older Adult Plan and identifies priorities needed to move forward over the next 10 years. The scope of the Plan is focused on the Recreation Division and its Community Development Unit. The Plan is focused upon the Recreation Division’s program and service delivery practices specific to the older adult market segment. Assessments of recreational older adult space/facilities are included in the Review as space needs have been identified as a current access issue by the community driven older adult groups/providers.

The Plan’s service assessments and associated recommendations are organized into four overarching themes:

- 1. Older Adult Service Delivery**
- 2. Older Adult Programming**
- 3. Allocation of Indoor Space for Older Adults**
- 4. Future Older Adult Facility Design and Space Needs**

Recommendations arising from the Older Adult Recreation Plan are as follows.

Older Adult Service Delivery

1. Align all Older Adult Clubs and providers to the Community Group Registry Policy and revise the policy to provide clarity on program offerings and delivery.
2. Continue the work of the Older Adult Advisory Panel and other key older adult group stakeholders to assist with the implementation of the Older Adult Plan for Recreation.
3. Review operating model and space needs with Mississauga Seniors Centre membership.
4. Review the use of Older Adult Club/provider donations and Seniors Active Living Centres (SALC) grant funds to ensure a streamlined implementation in compliance with the Community Group Registry Policy recommendations.
5. Ensure the Recreation Division has the organizational structure to support the delivery of current and future older adult committees, programs, activities, processes and services.
6. Provide relevant training to all staff and volunteer executives serving older adults about legislative and quality assurance methodologies and implement a quality assurance program for City of Mississauga Older Adult recreation services provision.

Older Adults Programming

7. The age definition of an older adult engaged in recreation programs and opportunities should be confirmed as being 55 years of age and above. This age definition should be consistently applied to all programs, policies and services administered throughout the Recreation Division.
8. Enhance inclusiveness and social connectedness through program delivery targeted to persons 55 years of age and over:
 - a. Leverage sponsorship/grants (i.e. investigate opportunity to offer low to no cost activities through sponsorship).
 - b. Ensure a balance of programs is being offered in conjunction with Older Adult Clubs/providers that are of interest to a variety of older adult populations (including but not limited to newcomers, indigenous persons, LGBTQ+ community, isolated seniors and diverse/marginalized groups).
9. Work with community partners to better understand the penetration rate of older adults using recreation and related services in Mississauga, and to work collectively to respond to emerging trends and issues.

Allocation of Indoor Space for Older Adults

10. Review and revise the Master Scheduling Plan for Rooms and Program Spaces with all stakeholders involved (considering factors such as equity, demand, participation, preferences, ability, demographics, socio-economics, etc.).
11. Quantify demands and move the appropriate rentals and facility uses from community centres with pent up space demands to facilities with lower utilization within a given planning area, including relocation of City staff utilization (e.g. meetings, training, etc.). In doing so, the City should continue to work to accommodate summer-use requirements for older adults through the use of freed up space at facilities, utilization of facilities with capacity and the use of local and minor community centres.

Future Older Adult Facility Design and Space Needs

12. In order to optimize recreation facility space, future additions to the supply of spaces supportive of older adult recreation programming and services should come in the form of shared and/or integrated spaces within community centres rather than a stand-alone centre dedicated exclusively to older adults. At centres that are not being redeveloped, unique spaces for Older Adult use will be incorporated as appropriate.
13. Update design standards for recreation facility development/redevelopment projects to reflect the needs of older adults through elements such as (but not limited to) comfort, accessibility, and socio-demographic needs.
14. As accessibility will be a fundamental influence in design, a coordinated approach with transportation services including MiWay, accessible parking locations, drop off lanes to offer transit to (or as close as possible to) the front door of community centres should be undertaken at the time when community centres are designed and/or redeveloped.
15. Upon opening of the Churchill Meadows Community Centre, undertake the following strategies:
 - a. Leverage the considerable addition of program space (including the 1,700+ weekday daytime hours) that will be available through the new Churchill Meadows Community Centre for the delivery of older adult programs and services, as part of its broader intergenerational programming/rental complement.
 - b. Transition programs from the Churchill Meadows Activity Centre & Library to the new Churchill Meadows Community Centre, once opened, and dedicate the available space – estimated to be in the range of 2,000 daytime hours throughout the year – at the former to be allocated towards older adult programs and services.

1.1 Purpose

Since 2008, the Mississauga Older Adult Plan has provided guidance to the City and identified a number of initiatives spanning multiple Departments and Divisions. With its implementation over the past decade, the City has made much progress in addressing needs and priorities that were contained in the Older Adult Plan. The

current 2019 Future Directions cycle offered an opportunity to review the Older Adult Plan to align with current frameworks such as Future Directions, the Framework for Recreation in Canada, and others that have been developed over the past 10 years.

This Older Adult Plan for Recreation (the “Plan”) examines the 2008 Older Adult Plan and identifies priorities needed to move forward over the next 10 years. The scope of the Plan is focused on the Recreation Division and its Community Development Unit. By identifying relevant issues for older adults, the Plan will support the Recreation Division’s decision-making as how best to address the needs of Mississauga’s older adults through the delivery of programs and services, coordination with other City Departments and Divisions, and supports for self-governing older adult groups and related community stakeholders.

Within the scope of work defined in the City of Mississauga’s Terms of Reference are:

- Assessment of the Recreation Division’s role in delivering older adult programs and services;
- Scan of relevant policies, frameworks, legislation, and best practices to highlight themes, issues and opportunities for the Recreation Division;
- Identification of trends and methods to broaden the older adult customer base;
- Incorporation of principles, priorities and actions of the Framework for Recreation in Canada;
- Community engagement through an online survey, focus groups, and staff workshops;
- Identification of strategic goals, action items and funding priorities;
- Consideration of, and response to, long-term needs of older adult program service delivery partners and community organizations; and
- Recommendations on key focus areas for the Recreation Division in terms of programs, services and space.

"We need to change our thinking about people in the over-sixty age group, in radical ways. Longevity has advanced to the point where conditions like old age and frailty can no longer be defined by numerical age. Past stereotypes developed in past centuries no longer hold. When a 100-year-old man finishes a marathon, as happened last year, we know that conventional conceptions of old age must change."

~ Dr. Margaret Chan, Director-General, World Health Organization
Opening remarks on World Health Day, April 4, 2012.

1.2 Strategic Framework for the Plan

The City of Mississauga's Recreation Division Vision and Mission statements provide a focused and coordinated approach to help meet its recreation goals. The Older Adult Plan for Recreation is aligned with the Divisional Vision with the recognition that many agencies, clubs, organizations, volunteers and the City work together to make an increase in participation come to a reality.

Vision

More people, connected more often, through programs and services that reflect our communities' needs

Mission

The Recreation Division's mission statement speaks to who it is, who it serves, for what purpose, and how the Division goes about its work. The desired objective for both the Vision and Mission statements in relation to the Plan is to inspire all older adults to be active every day.

"We keep Mississauga residents healthy, active and connected in partnership with the community."

1.3 Methodology

The Plan was initiated in April 2018 and is guided by a Terms of Reference overseen by a team of City Staff in conjunction with Monteith Brown Planning Consultants and Tucker-Reid & Associates. The planning process has employed a background review of relevant national and provincial frameworks, a scan of promising practices in other jurisdictions, and consultations undertaken with Mississauga older adults through workshops and a survey. The Plan benefitted from selected reports that were prepared by the City of Mississauga as well as utilization data provided through the Recreation Division.

The Plan is focused upon the Recreation Division's program and service delivery practices specific to the older adult market segment. Assessments of recreational older adult space/facilities are included in the Plan as space needs have been identified as a current access issue by the community driven older adult groups. These are also relevant and have been recently examined through documents such as the City of Mississauga Recreation Indoor Facility Infrastructure Strategy (2017) and 2019 Future Directions for Recreation.

The Older Adult Plan for Recreation considers other key municipal documents such as the Older Adult Plan (2008), Older Adult Recreation Spaces and Services Plan (2016 – draft), Age-Friendly Community Grant Report and Baseline Assessment (2017), Market Assessment and Socio-Demographic Study (2018), and Mississauga's Future Directions for Recreation Master Plans (2014 & 2019). The Study benefits from utilization data provided through the City's Recreation Division.

1.4 Summary of 2008 Mississauga Older Adult Plan & City Achievements

2008 Mississauga Older Adult Plan

The 2008 Mississauga Older Adult Plan was originally guided by 10 overarching principles, each of which contained a set of between two and four goals. These guiding principles and goals were used in conjunction with a vision statement to form the Older Adult Plan's foundation and recommended actions, the latter of which were developed to reflect the directions, priorities and values of Mississauga residents at that time.

"As an age friendly city, older adults in Mississauga will lead purposeful and active lives, will live in their community with dignity, integrity and independence, and will experience a diverse range of lifestyle opportunities to pursue their personal interests."

~Mississauga Older Adult Plan Vision

To aid the City with implementation of the Older Adult Plan, the recommended actions were subdivided into six Action Plan topics. The topics and associated recommendations were thoughtfully curated and categorized based on demographic analysis, public consultation, trends research, best practices analysis, and inventory review; not unlike the works undertaken to develop this Plan.

The 2008 Mississauga Older Adult Plan was developed for the entire Corporation of the City of Mississauga and not solely the Recreation Division. As a result, some of the recommended actions are not directly applicable within the scope of this Plan; however, they provide context for what was important to older residents at that time.

City Achievements

To highlight some of the Recreation Division's success in implementing the 2008 Older Adult Plan, key recommendations for each of the six Action Plan topics have been described below as they pertain to the Division. These are not intended to constitute a complete summary of implementation progress for all of the Older Adult Plan's 66 recommendations but rather is a snapshot of actions pertinent to recreation.

A. Organization & Management

- The City of Mississauga formed an Older Adult Advisory Panel in 2014. The panel is responsible for assisting staff with implementing the Older Adult Plan, becoming an age-friendly city, as well as providing feedback regarding older adult services and programs, thereby fulfilling Recommendation **A-1**.
- To support the Plan's implementation and foster ongoing support of municipal Older Adult programs and services, the full-time position of "Community Development Coordinator, Older Adult Division" has been created, thereby fulfilling Recommendation **A-4**.

B. Subsidies

- Mississauga's "Active Assist" program offers subsidies to residents (regardless of age or ability) with demonstrated low-income. Discounted rates for recreation memberships are also available for Older Adults, thereby addressing Recommendation **B-1**.

C. Policies, Procedures & Guidelines

- The City continues to work with local transit authorities to ensure that major transit nodes are situated in close proximity to community facilities (e.g., community centres, libraries, high schools, arenas, etc.) and are located at controlled intersections wherever possible, in line with Recommendation **C-8**.

D. Collaboration & Partnerships

- The City of Mississauga provides a wide variety of educational courses geared towards older adults through internal instruction as well as partnerships with external community groups and agencies, in accordance with Recommendation **D-4**.

E. Marketing & Communications

- The content provided on the City's Older Adult webpage has been built to be accessible and designed in accordance with Age-Friendly dimensions, thereby fulfilling recommendation **E-1**.
- The City's current iteration of an Older Adult Guide is titled "active+" and provides information on programming, community organizations, access to transit and subsidies as well as emergency planning recommendations and others, in line with Recommendation **E-2**.

F. Older Adult Programs, Services & Facilities

- Dedicated Older Adult spaces available at City-owned and operated facilities as well as other non-municipal services providers are promoted through the Mississauga Older Adult's webpage. Some of these include City Community Centres, Libraries, the Mississauga Seniors' Centre, and the Active Adult Centre of Mississauga, thereby addressing Recommendation **F-4**.
- Although an updated interpretation of the original recommendation, the City provides a variety of programming for Older Adults. No longer categorized only by age cohorts, a multitude of recreation programs are available to serve Older Adults based on interest and ability, thereby fulfilling Recommendation **F-6**.

G. Community Group Policy

- The Community Group Registry Policy benefits non-profit community groups by providing free use of rooms for meetings and annual general meetings, promotional opportunities, reduced rental rates and free use of space during non-prime time, the assistance of a staff liaison amongst others.



2.1 Overview

There are a number of factors influencing the planning context for this Plan. While other sections of this report articulate many of these factors, this Section focuses upon three primary areas being population growth expected in the City, continued aging of the population, and implications of future developments in areas of infill and intensification.

2.2 Alignment with Framework for Recreation in Canada

The City of Mississauga's Terms of Reference for this Older Adult Plan for Recreation specifies the need to "incorporate the principles, priorities and actions of the Framework for Recreation in Canada into the Older Adult Plan."

The direction from the City to consider the respective goals of the Framework for Recreation in Canada (FRC) and articulate the emerging issues as identified through the consultation phase of the Plan. The FRC is built on Canada-wide public consultation, national and international research and is grounded in experiences and data generated at the community, provincial/territorial and national level.

Recreation provides multiple pathways to wellbeing for individuals and communities, partly through access to built and natural environments. The FRC rejuvenates the definition of recreation and parks, articulates their economic impacts including the benefits, key goals and strategies that should be evident in each community across Canada. Recreation has the potential to address challenges and troubling social issues such as increases in sedentary living and obesity, and inequities that limit recreation opportunities for some population groups.

This renewed focus provides the rationale for investing in an evolved recreation strategy, and describes the need for collaboration with other initiatives in a variety of sectors. The FRC provides a new vision for recreation and suggests some common ways of thinking about the renewal of recreation, based on clear goals and underlying values.

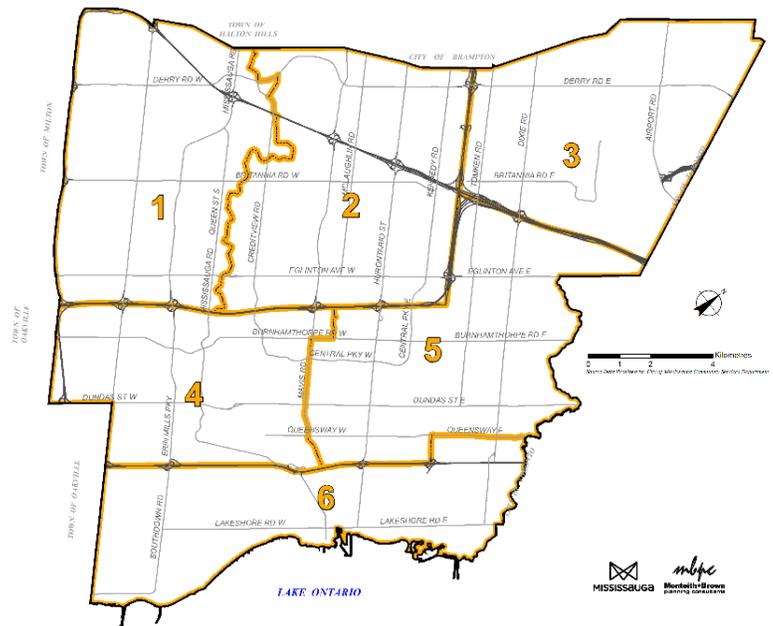
Three key messages emerged during the development of the FRC which have and will stand the test of changing demographics and environments in Canada and aptly address a quality approach for the provision of recreation opportunities for older adults in Mississauga.

- High quality, accessible recreation opportunities are integral to a well-functioning society;
- The recreation sector can be a collaborative leader in addressing major issues of the day; and
- All people and communities deserve equitable access to recreational experiences. Recreation must be accessible and welcoming to all.

2.3 Mississauga's Older Adult Population

According to 2016 Census, there were nearly 11 million older adults across Canada who are 55 years of age and over, representing 30 per cent of the country's population. Mississauga had almost 200,000 persons in this age group in 2016 that accounted for 27 per cent of the City's population.¹

The most recent age structure forecast available through the City counts more than 207,000 older adults in Mississauga that are 55+ (that forecast includes net Census undercoverage).² It is important to note that the population estimates referenced through these forecasts have not been updated to align with the City's most recent set of growth projections that have been prepared as part of the ongoing Development Charges Study review. However, these remain the best source of age-specific population estimates available at the time of writing and are thus used for the purposes of this Plan.



The age structure forecasts project a significant increase in City's older adult population, amounting to 93,400 more persons (+45 per cent) by the year 2031. The older adult population is expected to continue its upward trend after 2031 to reach over 320,000 persons by the year 2041.

Table 1: Projected Population of Older Adults in Mississauga, 2016-2041

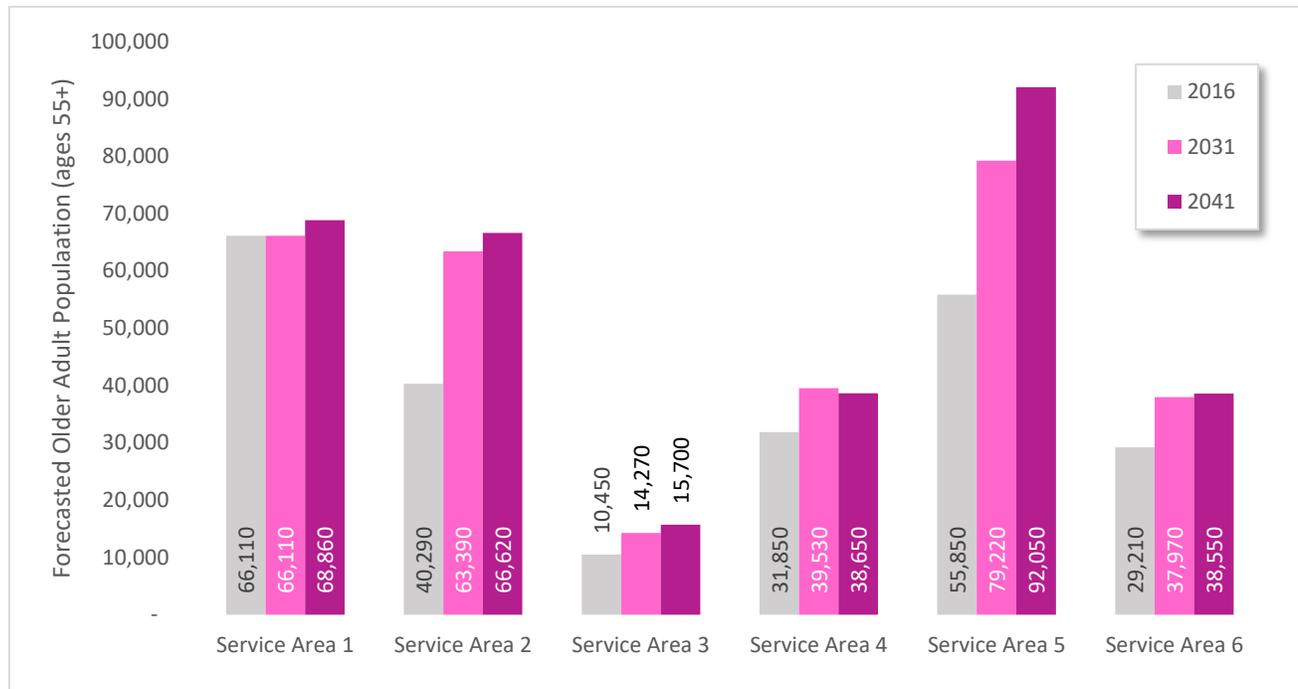
Age Group	2016	2031	2041	Δ 2016-2031	Δ 2031-2041
55-64 years	103,240	100,870	88,120	-2,370 (-2%)	-12,750 (-13%)
65-74 years	61,560	110,360	95,690	48,800 (+79%)	-14,670 (-13%)
75+ years	42,750	89,740	138,530	46,990 (+110%)	48,790 (+54%)
Older Adult Total	207,550	300,970	322,340	93,420 (+45%)	21,370 (+7%)

Source: City of Mississauga, Planning Strategies Division. Mississauga Age Structure Forecasts 2011-2041

Based on the age structure forecasts, the largest numbers of older adults are estimated to be residing in Service Areas 1, 2 and 5. Residents presently between 55 and 64 account for approximately half of all older adults, and the effect of their aging over time is demonstrated in Table 1. These Baby Boomers will drive growth rates in the 75+ age category between the years 2031 and 2041 whereas the 55 to 74-year age cohorts are projected to experience a decrease as Generation X replaces the Baby Boomers that preceded them.

Between the years of 2016 and 2031, all Services Areas are anticipated to experience an increase in their older adult populations. The trend is forecasted to continue between 2031 and 2041 with the exception of Service Area 4 where a modest decrease is projected in its older adult population.

Figure 1: Projected Population of Older Adults in Mississauga by Service Area, 2016-2041

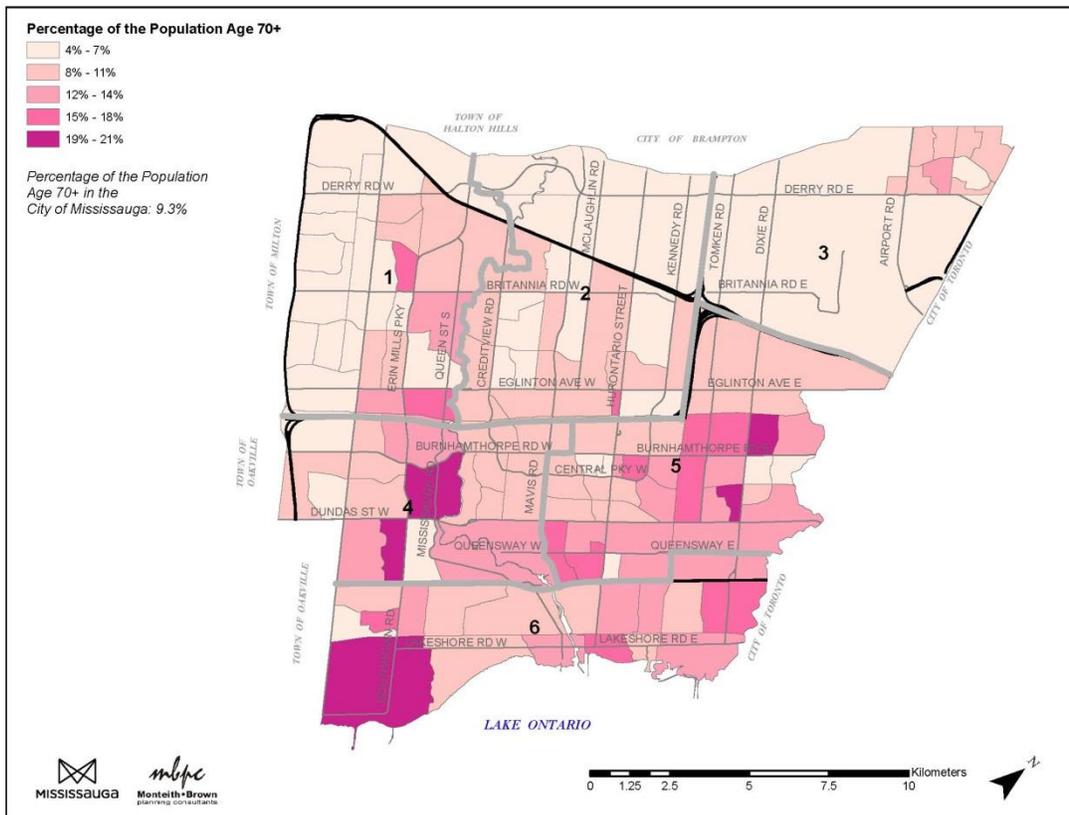
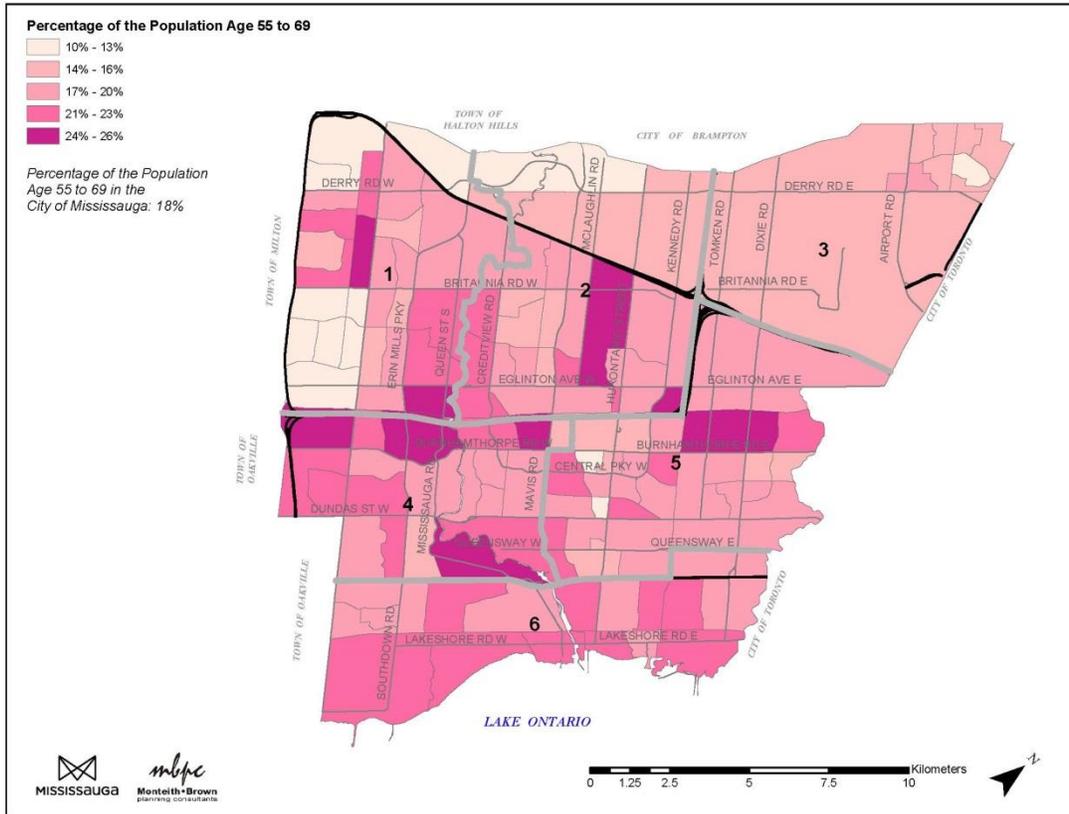


Source: City of Mississauga, Planning Strategies Division. Mississauga Age Structure Forecasts 2011-2041

Figure 2 and Figure 3 geographically illustrate the density and percentage of Mississauga’s older adult population by Census Tract based upon 2016 Census data. In terms of persons 55 to 69 years of age, density is generally greatest along the Hurontario Street, Burnhamthorpe Road and Eglington Road corridors in central Mississauga (Service Areas 2 and 5); noting that population density for all age groups is high in these areas (due to the prevalence of medium-high- and high-density residential units). Other notable areas include the Churchill Meadows community (Service Area 1) and Malton (Service Area 3). Service Area 5 contains the greatest density for the 70+ population.

When looking at the age structure, the 55 to 69 age group generally has above average representation along the Highway 403 corridor as well as in areas south of Lakeshore Road. Residents 70+ have greater representation in communities such as Clarkson, South Common, Sheridan and Rathwood-Applewood.

Figure 3: Older Adults as a Percentage of the Census Tract Population, 2016



The substantial growth in the City's older adult population across different areas of Mississauga will continue to create pressures for aquatics, fitness, and other recreational programs ranging from high-impact to therapeutic opportunities. Changing cultural characteristics, income levels and the number of able-bodied and disabled older adults will shape the way in which facilities and programs are designed and delivered.

2.4 Selected Trends in Recreational Services for Older Adults

Effective planning for the City's current and future older adult residents requires the identification, understanding, and continual monitoring of existing/emerging trends that could potentially affect needs. The following pages summarize major trends in participation, emerging activities, and service delivery, based on information collected from recent provincial and national research, as well as work undertaken by the Consulting Team in a variety of communities.

Social and Economic Influences on Health and Recreation

Multiple factors influence personal and public health, some of which are within an individual's control and others that are not. These determinants broadly describe the personal, economic, social, and environmental factors that influence overall health. The Public Health Agency of Canada has identified a collection of health determinants³ including:

- Income and social status
- Physical environments
- Employment and working conditions
- Gender
- Education and literacy
- Healthy behaviours
- Social supports and coping skills
- Culture
- Childhood experiences
- Access to health services
- Biology and genetic endowments

This concept of health determinants is commonly explained using a socio-ecological model that considers five spheres of influence, all of which influence older adults' ability to participate in recreation and should be considered when planning and providing for these populations:

- 1) Intrapersonal (factors within an individual's control);
- 2) Interpersonal (factors dependent on family, friends, peers, support workers, etc.);
- 3) Organizational (considers factors such as access to and availability of health care, professional organizations, etc.);
- 4) Community (influence of workplace, school, community organizations, media, research, etc.); and
- 5) Policy (global and local trends, laws and policies, professional supports and recommendations).⁴

As a result of recent societal shifts, there is greater demand and expectation from the public for seamless services and support from municipalities, agencies, and other levels of government. This has generated a blurring of lines of responsibility, particularly in multi-use community centre settings. The Recreation Division falls within the scope of Community Services Department, which some members of the public may perceive as social services. For the purpose of this Plan, the recommendations focus directly on the Recreation Division. Key recreation, social and economic trends impacting the lives of Mississauga's older adults have been outlined in the tables below. The trends have been divided recognizing that older adults' ability to participate in, be aware of, afford, and travel to recreation opportunities is significantly influenced by their social, health and economic circumstance⁵. While these trends do not all focus on recreation specifically, they help to illustrate the issues impacting older adult access to recreation services, programs and facilities.

Recreation Trends Affecting Older Adults

Trend	Local Context
<p>Older Adults are a growing market to which recreation services will need to be provided</p>	<ul style="list-style-type: none"> • As the Baby Boomers move into retirement-age, there is a greater demand for older adult recreation opportunities. • These populations are seeking activities in the form of programs, events, and drop-in/casual recreation. Additionally, they are increasingly in search of prime-time facility-use, a shift from previous models focused on daytime programming for retirees.
<p>Today's older adults are interested in healthy and active aging. They are healthier and more affluent than their predecessors and are seeking recreational opportunities⁶.</p>	<ul style="list-style-type: none"> • Support for healthy and active aging is growing throughout Ontario, Canada and the World. Recommendations stemming from the World Health Organization, Public Health Agency of Canada, and local/regional health units emphasize the importance of engaging in regular physical activity. • Older adult focused health and wellness programs focus on endurance, strength, balance and flexibility. Some examples of these programs include: mall-walking, gentle or chair fitness and aquafit. • Some focus group participants indicated that these programs should not be limited by age, but rather ability, as many are willing and able to participate in higher-intensity or competitive activities. • Statistics Canada's 2016 Survey of Financial Security finds households with earners between the ages of 55 and 64 have the highest net worth among all age groups followed by those 65 years and over. It also reported that seniors 65+ are most likely to have no debt (58%) though less are debt-free compared to 20 years prior.
<p>Social connections are an important component of health and well-being. This is a growing focus of recreation programs and events.</p>	<ul style="list-style-type: none"> • Older adults are seeking a public space to participate in casual opportunities for social interaction. • These interactions may take the form of: card games (e.g., euchre, bridge, hearts, etc.); coffee talks; day trips/outings to local or regional destinations; and book clubs, etc. • Social interaction and mental stimulation have been proven to help maintain cognitive function with age and limit the effects of disease.
<p>Skill Development and Continuing Education</p>	<ul style="list-style-type: none"> • Seeking continuous learning opportunities, especially post-retirement • Many taking on second careers or part time employment
<p>Adult recreational pursuits can also foster a strong arts and cultural community.</p>	<ul style="list-style-type: none"> • Many focus group attendees indicated a desire to participate in more arts and cultural programming and activities. • Some of the interests expressed included: music; fine arts; theatre; photography; and crafts / do it yourself workshops.
<p>Technology is a growing facet of recreation. It is used for communication, registration, and sometimes required for participation. Many older adults are willing and interested in learning about new technologies and services but require guidance to hone these skills.</p>	<ul style="list-style-type: none"> • In recent years, Recreation Services have shifted to a digital-focus and are less-reliant on print-media and communications. As a result, some older adults struggle to keep up with the ever-changing world of technology. • While technology offers many accessible features; it can also present a barrier to some older adults, particularly those with dexterity issues, vision loss, declining cognitive function, or other degenerative conditions. Technology should not be entirely relied upon to keep older adults informed of, or active in, recreational pursuits.

Older Adult Social Trends

Trend	Local Context
<p>Each of the under-represented and marginalized populations described here (column to right) and countless others are faced with critical issues and are often lacking essentials (i.e., food, shelter, etc.), therefore decreasing their focus on recreation and decreasing participation rates.</p>	<ul style="list-style-type: none"> • Homelessness is a growing concern in Mississauga and Peel Region. According to United Way Peel more than 222,000 struggle to afford housing across Brampton, Caledon and Mississauga. • Newcomers and cultural groups represented in focus groups identified a strong desire to participate in culturally-focused programs and activities. According to the 2016 Census, 53.4% of Mississauga’s population are immigrants and 14% of those arrived in the past 5 years. One in ten immigrants in Mississauga are over 45 years old. • LGBTQ+ populations often share that they feel uncomfortable or like they don’t belong in shared public spaces such as community centres. It is important to demonstrate authentic engagement with these populations and provide inclusive programs and facilities⁷.
<p>Healthy Community Objectives are a key focus for government, institution, and research-based bodies. This also includes a multi-service/function community-hub model for services.</p>	<ul style="list-style-type: none"> • Public Health Agencies and Health Researchers promote the benefits of: health promotion/education, injury prevention, healthy community design, partnerships with hospitals, rehabilitation programs, etc. • An example of this in Mississauga is therapeutic recreation programs. The City’s partnership with the Heart and Stroke Foundation offering aquatic programs (Stroke Breakers) specifically designed for those at risk for and who have suffered from strokes and heart disease.
<p>Mental Health has been a dominant focus of recent work by researchers, agencies, organizations and government bodies committed to public health and welfare (i.e., ParticipACTION Report Card, Mental Health Commission of Canada, etc.).</p>	<ul style="list-style-type: none"> • Self-reported physical and mental health rates were high (91.8%), the percentage of Mississauga residents who rated their mental health as excellent, very good, or good has decreased 4.2% since 2009/2010⁸. • According to the Canadian Mental Health Association, common health disorders in older adults include depression, suicide, anxiety disorders, dementia, delusional disorders, delirium, paraphrenia, and concurrent disorders⁹. Research has shown that participation in social and recreational activities can help reduce or prevent many of these.
<p>Income Disparity is a phenomenon polarizing communities in the GTA and throughout Canada. The inequality of affordances greatly impacts older adults’ ability to recreate.</p>	<ul style="list-style-type: none"> • The percentage of low and very-low income individuals in Peel Region has been growing since 1970; from almost 0% to more than 50% in 2015¹⁰. This indicates that there may be gaps in services, distribution, affordability, transportation, program delivery for populations depending on their ability to afford recreation. • The percentage of Mississauga seniors (65+ years) living on low income is 11.8%, an increase of 3.3% since 2010.
<p>Ageism was described by many focus group participants as a frustration when seeking recreation opportunities.</p>	<ul style="list-style-type: none"> • According to contributors, social construct of life course in society generally categorizes people in later stages of life as “old”, “frail”, or lacking functional ability. Many focus group participants indicated a desire to be recognized individually, rather than as a group assuming similar interests and abilities based on age.
<p>Accessibility in many forms (e.g., information, economic, geographic) is a concern for many older adults.</p>	<ul style="list-style-type: none"> • Programs, services and facilities for older adults need to consider accessibility for all. This includes ensuring: physical spaces are barrier free; equitable distribution of programs and services throughout the municipality; consideration of access via assisted and public transit; affordability regarding cost, time, and equipment; information sharing and service promotion; and the ability to deal with inclement weather.

2.5 Summary of Consultations

A series of consultations were undertaken between June and July 2018 to inform the Older Adult Plan for Recreation. Consultations included:

- A survey of Mississauga adults and older adults ages of 45 and over, resulting in 420 responses;
- A workshop with the Mississauga Older Adult Advisory Panel;
- Two workshops with members of Community Centre Older Adult Committees, including one focused on the Malton community;
- Two agency and partner focus groups, one with older adult-serving agencies operating in Mississauga and another with newcomer agencies;
- Two workshops with management staff in the Recreation Division as well as program staff from various recreation units; and
- Two workshops with staff from various City of Mississauga departments whose responsibilities pertain to older adult services.

Each in-person workshop/focus group was scheduled for 60-90 minutes with discussion guides provided to attendees in advance to facilitate conversation around recreation services for older adults. For non-staff sessions, incentives were provided in the form of recreation passes and MiWay fares.

The pages that follow summarize the key themes from each consultation initiative. See Appendices for detailed reporting on the outcomes of each consultation initiative.

Older Adult Survey

A total of 420 surveys were received, just over half of whom reported being members of an Older Adult Club affiliated with the City or operating out of a municipal community centre. The following points of note emerged through the survey:

- The vast majority (87 per cent) agree with the City of Mississauga's current definition of an "older adult" which encompasses persons 55 years of age and over;
- Over half of respondents participate in social or physical activities most often at a multi-use community centres, while one in four participate most often at home, and one in six participate most often at a library branch or the Mississauga Seniors Centre.
- Nearly 70 per cent envision themselves using a multi-use community centre in five years' time while less than half (47 per cent) expect to use the Mississauga Seniors Centre.
- One in three survey respondents are volunteers, spending an average of 6.4 hours per month volunteering; 36 per cent identified the likelihood of themselves volunteering in five years as very likely.
- Less than half describe their current physical activity level as "low intensity" or "medium intensity", and 8 per cent reported participating in "high intensity" physical activity.

Older Adult Advisory Panel Workshop

Considerable discussion centred upon who and what constitutes an older adult, and the perceptions/stereotypes that older adults face from other age groups. The Panel emphasized ability more so than age, but noting there is no one categorization or label to define an older adult. Panel members indicated that municipal programming should continue to be developed around interest and ability rather than emphasizing an age. Transportation remains one of the most significant barriers and suggesting a hope that the City will continue expanding program opportunities for older adults throughout Mississauga.

Panel members were adamant that communication is key to successful promotion and programming. They indicated that word of mouth remains the most reliable form of information sharing as there continues to be a generational and cultural divide among participants; some older adults are very tech-savvy while others prefer verbal interaction, while others may experience language barriers.

Community Centre Older Adult Committee Workshops

Common themes expressed during the Community Centre Older Adult Committee (CCOAC) workshops included the identification of transportation barriers and lack of awareness as preventing some older adults from accessing recreation opportunities, support for the club-based environments found in the multi-use community centres, and a desire to share knowledge with younger generations (including teens). There were also suggestions for universal access programs and opportunities provided at no cost to low cost to the participant.

Many CCOACs reported growth in their memberships which they view as a positive but also presented challenges in their ability to accommodate everybody. They encouraged the City to facilitate more opportunities for older adults to be directly involved in the recreation system through volunteering, coordinating, and assisting with awareness/promotion.

Agency Focus Groups

Agencies and partners emphasized the role of recreation – in conjunction with their respective service – to reduce social isolation among older adults, particularly among newcomers, marginalized populations and other isolated groups. Finding ways to encourage greater participation among all older adults was stressed throughout the discussions with suggestions such as reaching out through faith-based organizations, community leaders, and translate publications and resources. Attendees also noted that indoor meeting and gathering spaces are in high demand and difficult to come by, particularly in the summer when municipal camps make use of the City's facilities.

City Staff Workshops

City staff with recreation and non-recreation responsibilities were engaged. Common topics of discussion centred upon barriers (income, transportation, accessibility), ways in which the Plan could assist Staff in their day-to-day and long-term tasks, and how older adult programs could be promoted more effectively.

Older Adult Feedback Sessions

City staff hosted ten Older Adult Feedback Sessions presenting the draft recommendations, ensuring that each community was afforded the opportunity to be well represented without being faced with travel limitations. In total 384 Older Adults were engaged. Please see Appendix E for a detailed review of the meetings and survey synopsis.

3.1 Overview

The City of Mississauga Recreation Division supports a strong network of older adult clubs/providers, operates the Mississauga Seniors Centre, and offers many programs and services that are utilized by the older adult population. The relationship with the older adult clubs/providers is fostered to ensure that all older adults are welcomed and included in activities of their choice. Each community centre has an advisory committee that coordinates the sharing of space with all the older adult groups/providers operating out of that centre. The role of City staff is to ensure that the clubs/providers can operate independently, meet their own mandate and be provided the space, equipment and room set ups that they require. Assistance is provided on a consistent basis with respect to governance, legislative changes, available grants, and ensuring that there are constant communications in and amongst the clubs/providers.

The Recreation Division has adopted a model that works in a diverse community where the population is aging; there are many ethno-cultural clubs/providers that serve a specific population while others appeal to all residents. The Division has sought out sponsors to better address special events and projects. The City supports the Older Adult Advisory Panel which is represented by a diverse membership and whose mandate it is to achieve Age-Friendly Community status. Together, the Older Adult Advisory Panel, older adult club representatives, and City staff have a strong relationship where they plan to ensure that Mississauga is age friendly and addresses changes as different trends and service provision issues present themselves.

3.2 Observations from Research & Consultations

Selected observations uncovered through research and consultations included the following:

- **Integrated, City-Wide Memberships** - one of the commonly discussed opportunities was to employ a more holistic approach to service delivery by reviewing the membership passes offered by the City of Mississauga. Program staff indicated that residents frequently ask why the passes cannot be used City-wide and have difficulty understanding the various membership types (e.g., therapeutic). Program staff suggested that memberships should be applicable across the City.
- **Priority Neighbourhoods** - program staff involved in the consultations indicated that greater investments should be made in older adults in priority neighbourhoods and that programs and services should be distributed to reflect the needs of the various demographic pockets identified within Mississauga. The thinking behind the suggestion is that older adults with higher incomes are most likely to afford transportation, can access private recreation opportunities, and are able to navigate themselves more readily.
- **Improving City-Wide Mobility** - the upcoming Transportation Master Plan will focus on providing transportation options (cycling, walking, and transit) for people aged eight to 80+.

rather than focusing specifically on “older adult” transportation needs. MiWay offers \$1 bus rides after 9:30 AM for older adults while the Transportation Department is working with the Planning Department to support walkable neighbourhoods.

- **Communicating with Older Adults** - in responding to a question in the public survey about how best to communicate with older adults the following suggestions were made; email (52 per cent), Active Mississauga Guide – online (47 per cent), and Mississauga Active+ Guide through recreation (41 per cent). Other commonly noted ways to inform participants of programs and services were: City of Mississauga website (28 per cent), Older Adult Expo/open houses (27 per cent), and newsletters/mail (26 per cent). Of the 40 attendees at a meeting held at Malton Community Centre, just five volunteered that they had convenient access to computers, although limited in some cases. Participants felt that communications still needed to be paper based through newsletters, the Active+ Guide and postings at community centres. The group also indicated that they were not fully aware of what activities were available within all the groups at the Community Centre. Many agreed that inter-club activities would provide an opportunity to share access to all activities and develop better ways of working together.
- **Holistic, Integrated Plans** – staff workshops suggested that new plans should be City-wide plans, not just Recreation-based plans. Staff also suggested assigning a designated departmental contact for the Plans, so everyone knows who is responsible for implementation or who to inform about updates. Staff also highlighted the need for older adult engagement during planning processes.

3.3 Mississauga Older Adult Recreation Service Delivery

Service delivery within Mississauga’s purview supports a full range of accessible recreation programs and services for older adults; it focuses on both direct delivery of programs and services as well as supporting a good number of older adult club/providers using City facilities. Plans, policies, practices, programs and services strive towards Mississauga being age friendly, and that all municipal programs and services are safe, embrace quality assurance standards and are welcoming. The service delivery approach includes Older Adult Groups/Providers operating out of multi-use community centres combined with directly offered programs and services by the City.

The City of Mississauga Older Adult Service Delivery Model includes:

- Older Adult Club/providers (47) operating out of multi-use community centres
- The Mississauga Senior’s Centre
- Active Adult Centre of Mississauga
- City Offered Programs and Services (typically active opportunities)

3.4 Older Adult Clubs/Providers

Older Adult Clubs/Providers are managed by volunteers and are formed according to standard criteria regarding residency, governance, etc. Groups primarily utilize space in community centres. The Director of Recreation approves all applications to ensure consistency and groups are provided with daytime space at no cost, Monday through Friday, 8:30am to 4:30pm (excluding gymnasium spaces).

As of 2017, 47 affiliated Older Adult Groups were operating within Mississauga. There are certain inconsistencies in the way that older adult groups contribute towards the cost of programs/facilities that

they use; some groups direct a portion of their membership fees - to varying degrees - towards community centre costs whereas other clubs/providers do not contribute any financial resources.

Data compiled for the Future Directions 2019 Recreation Master Plan provided an overview of the participation and engagement of Older Adult Clubs/Providers from 2015 to 2017 and demonstrates the following:

- Both the number of self-governing Older Adult clubs/providers and their respective membership numbers decreased between 2015 and 2017. As a result of fewer clubs/providers and possibly some of their former members joining a different club, the average number of members per club/providers increased which has contributed towards a six per cent reduction in program attendance for the Older Adult Clubs/Providers (overall annual attendance decreased by 17,000 persons).
- There were 400 fewer volunteers among the Older Adult Clubs/Providers, possibly a result of the decrease in their collective memberships but also reflective of broader trends in volunteerism where recruitment levels cannot keep pace to replace lost volunteers. The 40 per cent reduction in the volunteer force contributed towards 19 per cent fewer hours volunteered in the groups (a loss of 15,700 hours compared to 2015 levels).
- Despite declining memberships, program attendance and number of volunteers among the Older Adult Clubs/Providers, the number of programs that the Older Adult Clubs/Providers collectively offer remained stable. The sustainability of the recreation program provision model relies on the capacity, support, volunteerism and services provided by these groups.
- The approximate usage rate for both drop in activities and directly offered programs is 1.17 uses per older adult. If this rate of participation continues, the City can anticipate an additional 109,000 older adult resident uses in community centres by 2031 when the older adult population exceeds 300,000.
- Sustained emphasis is needed for the support that the City provides to Older Adult Clubs/Providers while continued monitoring of membership numbers and volunteers is required.
- Adults that are approaching the older adult stage (i.e. people presently in the 45 to 54 year category) are continuing to participate in activities of their choice regardless of whether delivered by a municipality or other providers. The preference seems to be casual use of facilities to meet their individual schedules (drop in swims, shinny, golf, etc.) but often participate in organized sports and activities as well.
- The older adult club environment may not be suitable for 45 to 55 year olds in the future. There may continue to be a decline in older adult club memberships and volunteerism as older adults continue to be more active but require the availability of programs and services that meet their individual lifestyle needs. Continued monitoring of participation patterns within older adult clubs/providers and by younger older adults is required.

Table 2: Older Adult Club Participation, 2015 – 2017

Older Adult Club Services	2015	2016	2017
Older Adult Groups	58	60	47
Membership Numbers	8,500	8,200	8,200
Average Members per Older Adult Group	147	137	174
Number of Volunteers	1,000	700	600
Number of Volunteer Hours	80,700	69,100	65,000
Value of Volunteerism at \$15.00 Per Hour	\$1,211,000	\$1,036,400	\$975,300
Number of Programs Offered by Older Adult Clubs/Providers	14,200	15,000	14,100
Attendance in Programs	292,600	288,500	275,600
Average Attendance Per Program	21	19	19

Source: City of Mississauga Future Directions 2019 Recreation Master Plan

3.5 Mississauga Seniors Centre

The Mississauga Seniors Centre is a City-owned facility offering programs and services to older adults over the age of 60 years. The Centre is jointly programmed by volunteers (Activity Leads) and 2 municipal staff who manage operations as well as the delivery of programs and services. The public can access the Centre at times when older adults are not utilizing the meeting rooms and other gathering spaces through the Room Rental process.

The Centre is a unique space as it is dedicated to the advancement of healthy and positive outcomes within the older adult population in Mississauga. It offers a wide range of choices including active, social, and technology-based learning, educational seminars as well as trips and refreshments for its 1,300 members. The Mississauga Seniors Centre is open 78 hours for most weeks based on its typical hours of operation:

- Monday through Friday: 8:00am to 10:00pm
- Saturday: 9:00am to 1:00pm
- Sunday: 1:00pm to 5:00pm

The Mississauga Seniors Centre demonstrates an effective relationship between its volunteers and the City of Mississauga. The volunteers are activity leaders who arrange and oversee weekly programs while the City offers a wide range of fitness, computers and active living programs to augment opportunities for program registrants. The annual membership fee of \$26 plus HST per eligible Mississauga resident (\$10.00 extra for non-residents) allows members to enjoy programs, social activities and special events and join the day trips.

Volunteer opportunities within the Mississauga Seniors Centre include activity leaders, office volunteers, special events organizers and the Fund Committee. The Mississauga Senior Centre Fund Committee develops fundraising opportunities, allocates funds to furnishings, equipment and special events and provides advice to Mississauga Seniors Centre staff. The Garden Café is run by a group of volunteers who provide nutritious meals in a friendly social setting and provide this services Monday through Friday from 9:00am to 1:00pm.

The Centre provides 462 hours of available community spaces throughout the course of the weekdays throughout the year. Older adults utilize the space generally during the weekdays and the community can utilize the space evenings and weekends. The analysis of the use of space demonstrates that the

centre spaces are utilized at 30 per cent of the time available throughout the year. A realistic target for the use of community space should aim to 70 per cent of the total available space.

Observations for the annual use of the Mississauga Seniors Centre are as follows:

- The rooms are utilized more frequently during the weekdays year-round including September to June and the summer months;
- Rooms are underutilized on evenings and weekends and allow for migration of uses where there are pent up demands;
- Mississauga Seniors Centre is used most frequently between 9:00am and 4:30pm daily which does coincide with typical older adult preferences regarding safety and comfort; and
- An average utilization rate of 30 per cent for the year leaves room for additional and more frequent uses.

Some rooms at the Mississauga Seniors Center are used more frequently than others:

- The most highly utilized rooms are the Lucy Turnbull, Olga Tyne, the Multi-Purpose and the Billiard room using an average of 60 per cent of the times that are available. Using a benchmark target of 70 per cent utilization, **each** room would need to be utilized on average 5 hours more each week from September to June.
- The rooms that are underutilized include the Craft Room, Seniors Library and the Legacy Lounge. These rooms are built for specific purposes and are thus not always conducive to a number of programs and activities spanning a broader range of interests. These rooms require rethinking and refurbishing to make them multi-purpose in nature to meet various activity needs. On average **each** of these rooms require 39 hours of use per week additional use to meet a 70 per cent utilization benchmark (Monday to Friday between September and June).
- In total, there are approximately 138 hours of additional use that the Mississauga Seniors Centre could accommodate weekly to achieve a 70 per cent benchmark target that denotes a well-utilized facility.

The growth in the adult population and the underutilization of the Mississauga Seniors Centre provides a unique opportunity to offer this centre as more of a destination for all older adults within Mississauga. This is not to suggest that any existing programs would be displaced but refurbishment and fuller utilization would provide the opportunity for older adults to be active more often as is the vision of the Recreation Division. The aging population will likely require more access to recreation facilities during evenings, weekends, and in the summer time; further, the need for a balance of dedicated and shared spaces within community centres can be expected to arise. The short-term opportunity is to better understand the pent-up demands and migrate uses to the Mississauga Seniors Centre where there is capacity. Other considerations must be addressed such as transportation and matching uses with the spaces available. The longer-term consideration is to refurbish underutilized spaces to ensure that they meet the need for varied uses.

The Future Directions 2019 Recreation Master Plan's recommendation to potentially integrate the Mississauga Seniors Centre within a reconstructed Carmen Corbasson Community Centre (with a new indoor pool) creates tremendous potential to boost older adult attendance and use. A strong ability would exist to cross-program the Mississauga Seniors Centre with a new pool and the existing gymnasium in the community centre, allows the new generation of older adults to still feel integrated in a multi-generational setting but offers a high-quality place of their own through a revamped Mississauga

Seniors Centre. As per the 2019 Recreation Master Plan and other previous studies, the City will be reviewing the operating model and space needs with members of the Mississauga Seniors Centre.

3.6 Active Adult Centre of Mississauga

The Active Adult Centre of Mississauga (AACM), formerly known as the Square One Older Adult Centre, was established in 1992. The AACM is a registered not-for-profit organization committed to enriching the lives of Mississauga's seniors and older adults who are 50+ years of age. Over 80 opportunities are offered on a weekly basis. Governance and oversight are provided through a volunteer board of directors. Over 180 volunteers work to plan, develop and offer programs and services to over 1500 members. The arrangement between the AACM and City is unique in that the City leases the space and has an operating agreement with the AACM; the investment by the City is substantial considering it contributed towards the renovation of the older adult space as well as through the operating agreement.

3.7 City Offered Programs and Services

The City of Mississauga offers classes and services for older adults in aquatics, fitness, general programs, therapeutic recreation, and registered and casual/drop in opportunities. The role of staff is to ensure that all older adults have access to programs and that programs are geographically distributed throughout the City, are safe, enjoyable and offer a level of quality assurance.

Programs are delivered in a number of multi-purpose rooms, gymnasiums, active living studios, meeting rooms, etc. that collectively amount to over 160,000 square feet of space across 13 locations throughout Mississauga. Additionally, program rooms are available at arenas and stand-alone halls (e.g. Meadowvale Hall, Erindale Hall, Clarke Hall, etc.).

3.8 Community Development Unit

The City values engagement from residents that are affected by service delivery and policy-related decisions. The Recreation Division encourages older adults to have a strong voice in the development and delivery of older adult recreation services through the Recreation Division's Community Development Unit, Community Centre Older Adult Committees and the Older Adult Advisory Panel.

The Community Development Team is a staff unit in Recreation Division that provides centralized policy and practice development and the allocation of funds through the Seniors Active Living Centre (SALC) grants. The Team also is responsible for administration along with continued communications and liaison with the Community Centre Older Adult Committees and the Older Adult Advisory Panel. This centralized role is pivotal in ensuring that City-wide issues affecting older adults in recreation are addressed equitably and through collaboration. Core elements of the Community Development Team include:

1. Community Group Registry Policy
2. Community Events
3. Grants Administration
4. Special Population Advocacy & Engagement
5. Inclusion
6. Community Partnerships

An example of an innovative partnership is the Amenity Space Agreement created with the Region of Peel at Creditvale Mills, a Region of Peel facility where the City of Mississauga oversees the booking of the 3,000 square feet of common space in return for 20 hours at no cost to the City. These hours have been assigned for older adult groups using a combination of prime time, evening and weekend hours. There are several community organizations, agencies, and private sector businesses that provide support, programming, or volunteer opportunities targeting the leisure interests of older adults.

3.9 Community Group Registry Policy

The Community Group Registry Policy provides benefits to non-profit community groups including Older Adult groups that meet residency and other organizational and administrative requirements. Benefits include free use of rooms for meetings and annual general meetings, promotional opportunities, reduced rental rates and free use of space during non-prime time, the assistance of a staff liaison amongst others. The City should continue to encourage Older Adult Clubs/Providers to register with the Community Group Registry Policy to maximize on the benefits the policy offers.

3.10 Volunteers

Volunteerism is critical to the success of older adult recreation in Mississauga. The City's delivery of services relies on volunteers to offer the wide range of activities offered by older adult groups. The use of volunteers reduces expenditures which contributes to the delivery of low-cost activities. The older adult groups also fundraise to buy equipment that support various activities. Further the role that the Older Adult Advisory Panel and the Community Centre Older Adult Committees play is critical to the success of the provision of space and services. Both groups look to capture City-wide responses to issues and the direct success of local recreation opportunities.

Older Adult Survey (see Section 2.5) respondents spent an average 6.4 hours volunteering each month, with 144 of them committing to one hour or more. More than one-in-three survey respondents (36 per cent) consider themselves very likely to serve as a volunteer in the community within the next five years. Another 22 per cent indicated they are somewhat likely to serve as volunteers within the next five years while the remaining 24 per cent indicated they are somewhat unlikely or very unlikely to serve as volunteers in the same timeframe. This is aligned with the City of Mississauga Older Adult Recreation Spaces and Services Plan and the Older Adult Plan that observes volunteerism for Older Adult clubs/providers is declining while needs are increasing due to the aging population, as well as current data from the City's Older Adult Clubs/Providers that shows a 40 per cent decline in their volunteerism since 2015. The delivery of recreation services through older adult clubs/providers is an efficient way for the City to ensure that older adults are engaged and active, as there were approximately 36 full-time equivalent positions in volunteer hours in 2017. It is important to support this service delivery approach for as long as the model is attractive to older adults and sustainable through volunteers.

3.11 Community Centre Older Adult Committees

The Community Centre Older Adult Committee (CCOAC) is a forum where information and advice is exchanged between older adult groups and community centre staff. Members collectively plan, implement, promote, and evaluate processes and activities that strengthen efficiency and effectiveness in the coordination and collaboration of Older Adult groups within the centres. Community Centre Older Adult Committees meet regularly to discuss areas of common concern within community centres with

respect to older adult space allocation, resource sharing and generally working better together. This is a recent approach and preliminary successes are evident.

3.12 Older Adult Advisory Panel

The Older Adult Advisory Panel (OAAP) is a forum where information and advice are exchanged between older adults and City staff. The OAAP promotes innovative practices to address issues and concerns of the broader interest to the older adults living in Mississauga. The OAAP mandate addresses services such as recreation, parks, fitness, library services, transportation, etc. The Recreation Division plays a support role to the OAAP and all disciplines are engaged to support one vision of an age friendly Mississauga, and to contribute according to their departmental mandates.



Key focus areas identified for the OAAP include:

- Act as the lead for the City's pursuit of the World Health Organization (WHO) Age Friendly Community designation;
- Assist in the planning and co-ordination of the Older Adult Educational Symposiums and Senior Month activities; and
- Provide input to Future Directions (refresh of Master Plans for services including Recreation, Fire and Emergency Services, Parks and Forestry and Library) and a community physical space review for current and future needs.

The OAAP has a strong link with the Community Centre Older Adult Committees.

3.13 Financial Impact and Monitoring

Fiscal Sustainability - The City of Mississauga prides itself in taking a business-like approach to the provision of recreation services overall. Efforts are made to understand the needs of residents and to deliver these services in a fiscally responsible manner through efficiencies and revenue enhancements. Efforts are made to reduce the reliance on the tax dollar by garnering alternate forms of revenue through sponsorships and partnerships. This approach has been taken to address the recreation needs of the older adult population. There is a requirement to recover the costs of recreation through program revenues and drop in fees as well as memberships while many free and low-cost opportunities are offered to ensure universal access.

Monitoring Financial Impact - There is a need to monitor the annual financial impact of providing recreation services to older adults as this population ages. At a minimum, indicators should include participation, utilization, City of Mississauga and other investments, free use of space, alternate revenue generation and cost recovery levels.

Older Adult discount and no cost meeting room space - A Pricing Study for Recreation Services was undertaken in 2011/2012 to determine the costs of providing services and to streamline fees in order to maintain appropriate levels of cost recovery. At that time, City Council approved a recommendation to offer all older adult drop-in fees, memberships and programs at a 20 per cent discount. Further, it was approved that the non-prime use of space would be provided at no cost for Older Adult affiliated groups; this policy continues to be in place at time of writing. The City, in line with public and private sector best practices, places a greater emphasis on subsidization based upon a person's ability to pay rather than solely upon age. The sheer growth in the 55+ population has the potential to diminish the financial sustainability of operating facilities if discounts are applied solely on the basis of age. This is not to say that age-specific subsidization should be eliminated altogether, but simply means that the City will need to evaluate its priorities over time to ensure that facilities and services continue to be delivered in a sustainable manner. The Active Assist Program is available to older adults in Mississauga and is promoted in the Mississauga Recreation Active+ Guide. With the revised definition of Older Adult as 55 years and older, the City should develop a strategy to incorporate the new age category in its discount structure. A review of current and future space needs for this age group, particularly regarding evening and weekend times should be analyzed and the current policy of allocating free space should be reviewed.

The Seniors Active Living Centres (SALC) grant offered by the Government of Ontario provides funding to enable the provision of programs and services to older adults by older adult clubs/providers, municipalities and not for profit groups. The City is eligible for, and receives annual funding to offset the cost of spaces for Older Adult club/providers. The grant also funds specific initiatives where the City and the Older Adult groups work together to purchase mutually beneficial equipment and invest in enhancing services for elders in Mississauga. The City should review the allocation of the SALC funds to maximize use for the Older Adult Clubs/Providers and City facilities.

3.14 Organizational Effectiveness

Ensuring organizational effectiveness in a public setting requires a thorough understanding and formalization of employee responsibilities including accountability measures. Some factors to consider include: equitable distribution of work; clear delineation of responsibilities; as well as accountability and transparency in all policies, communications and work efforts. The Community Development staff should review the following in the short term:

- Required support model for older adult clubs;
- Formation of support committee at the community centre level;
- Review required support for the Older Adult Advisory Panel; and
- Other duties as required.

Each discipline has clear job descriptions and deliverables with respect to program provision as well as neighbourhood and community-wide supports; however, there is a need for staff units and other service providers to work better together. The departmental units require ongoing dialogue and the use of data to understand the changing demographics, utilization, participation rates within planning districts, current trends, and how their respective work contributes to an overall vision of increased participation of the Older Adult population. The successful implementation of the Plan requires an analysis of the Recreation Division's current organizational structure to confirm there are adequate supports in place to, provide the delivery of current and future older adult committees, programs, activities, processes and services.

3.15 Quality Assurance Methodologies

The City of Mississauga strives to enable recreation programs and services through direct and indirect programming models. Our residents should be able to anticipate an emphasis on quality assurance in service delivery. The Recreation Division must have standard policies and practices that will ensure legislative requirements are met (at a minimum) but also provide a level of assurance that customer service and quality standards are being met. All staff and volunteer executives serving older adults should be educated surrounding legislative and quality assurance practises and a quality assurance program for City of Mississauga Older Adult recreation services provision should be implemented.

3.16 Recommendations

Older Adult Service Delivery Recommendations

1. Align all Older Adult Clubs and Providers to the Community Group Registry Policy and revise the policy to provide clarity on program offerings and delivery.
2. Continue the work of the Older Adult Advisory Panel and other key older adult group stakeholders to assist with the implementation of the Older Adult Plan for Recreation.
3. Review operating model and space needs with the Mississauga Seniors Centre membership.
4. Review the use of Older Adult Club/provider donations and Seniors Active Living Centres (SALC) grant funds to ensure a streamlined implementation in compliance with the Community Group Registry Policy recommendations.
5. Ensure the Recreation Division has the organizational structure to support the delivery of current and future older adult committees, programs, activities, processes and services.
6. Provide relevant training to all staff and volunteer executives serving older adults about legislative and quality assurance methodologies and implement a quality assurance program for City of Mississauga Older Adult recreation services provision.

¹ Statistics Canada Census of Canada. Figure is unadjusted for net undercoverage.

² City of Mississauga, Planning Strategies Division. 2016. Mississauga Age Structure Forecasts 2011-2041. Note: the Planning Strategies Division is presently reviewing these forecasts in light of ongoing conformity exercises with the Region of Peel's review of its growth forecasts/allocations.

³ Public Health Agency of Canada. Social Determinants of Health and Health Inequalities. <https://www.canada.ca/en/public-health> accessed on October 3, 2018.

⁴ Sallis et al. 2006. *An Ecological Approach to Creating Active Living Communities*. Annual Review of Public Health.

⁵ Carson et al. 2016. Systematic Review of Sedentary Behaviour and Health Indicators in School-Aged Children and Youth: An Update. Applied Physiology, Nutrition, and Metabolism.

⁶ Statistics Canada. 2016. Survey of Financial Security. <https://www150.statcan.gc.ca/n1/daily-quotidien> Accessed on September 28, 2018.

⁷ National Recreation and Park Association. 2015. LGBTQ Teens in Recreation Programs. <https://www.nrpa.org/parks-recreation-magazine/2015/july/lgbtq-teens-in-recreation-programs/> Accessed on October 4, 2018.

⁸ Community Foundation of Mississauga. 2018. Mississauga's Vital Signs. <https://www.cfofm.org/mississauga-vital-signs> Accessed on September 27, 2018.

⁹ Canadian Mental Health Association. 2010. Mental Health and Addictions Issues for Older Adults: Opening the Doors to a Strategic Framework. <https://ontario.cmha.ca> Accessed on October 4, 2018.

¹⁰ United Way Greater Toronto. 2017. The Opportunity Equation in the Greater Toronto Area: An Update on Neighbourhood Income Inequality and Polarization.



4.1 Overview

This section describes the scope of programs and services available to older adults - including marginalized populations - in Mississauga, how these programs and services are provided, and measures that can enhance service delivery. Analyses and recommendations consider community development and supports, volunteerism, financial sustainability, program and service offerings and measuring performance. The considerations are based on community inputs, the current participation levels, trends, research and best practises in like jurisdictions.

Table 3 outlines older adult participation in recreation services as provided by both the City of Mississauga and the collective of Older Adult groups (clubs/providers) in Mississauga. Overall participation in City offered programs and services for Older Adults increased by 9 per cent between 2015 and 2017, amounting to 20,500 more registrations and scans across a number of program categories. While attendance in aquatics programs has declined by 12 per cent, attendance in fitness, skating and therapeutic opportunities have all increased. Most notably, participation in the therapeutic opportunities has increased significantly by 150 per cent thus indicating a growing need to strengthen mobility in older adults. Attendance in City offered opportunities at the Mississauga Seniors Centre has remained stable.

Table 3: Older Adult Participation in Recreation, 2016-2018

Participation (Membership Scans)	2016	2017	2018
Aquatics	71,900	69,300	64,200
Fitness	139,800	146,700	162,100
Skating	400	300	300
Therapeutic	22,200	31,300	34,800
Total	234,300	247,600	261,400

Note: figures rounded to the nearest 100

Source: City of Mississauga, 2018

4.2 Observations from Research & Consultations

Selected observations uncovered through research and consultations included the following:

- **Desired Opportunities** – three out of ten older adult survey respondents (30 per cent) indicated that the City of Mississauga does not provide activities that they would like to see offered in the future. Among these individuals, the top five activities that they would like to be offered or expanded in the future include: arts and crafts, day trips, meet ups/coffee cafes, hiking groups, cooking and healthy eating classes. In fact, the City does provide these opportunities, leading to the need for increased communications and promotion of activities.
- **Therapeutic Programs** – the increase in therapeutic recreation has been significant over the course of the last three years. While increased participation is generally an indicator of excellent

service provision, further work could be completed to analyze what programs have shown the greatest increases, where there are pent up demands, and communicating with participants to determine future needs and determine potential service improvements.

- **Intergenerational opportunities between Older Adult and other age groups** – examples of other age groups that older adults want to interact with include youth and young professionals, etc. Older adults want the opportunity to engage with other age groups. Older adults felt that such relationships could introduce them to new technologies, reduce isolation and provide them the opportunity to teach youth about past experiences, and offer knowledge about skills like cooking of heritage dishes and carpentry for example. Older adults felt that they would like to learn from youth and enjoy a multi-generational relationship while youth consulted through the concurrent Youth Plan for Recreation indicated an eagerness to share their knowledge and learn from older adults. Older adults felt that it would be very beneficial to have these mutually supportive relationships.
- **Popular Physical Activities** - the top physical activities that older adult survey respondents engaged in are fitness (49 per cent), walking (43 per cent), and swimming (35 per cent). More sedentary activities included reading (39 per cent) and attending theatre/shows (34 per cent).
- **Activities Pursued at Home** - 24 per cent of older adult survey respondents indicated that they participate in social and physical activities most often at home. Tools to make active choices the easier choice might include the development of videos and online access to exercise that could be done from home to encourage greater activity levels in older adults.
- **Ability to Participate** - 43 per cent of survey respondents indicated that nothing prevents them from participation in physical activities as often as they would like. This information may lead to the City and partners gaining a better understanding of what might motivate older adults to become more active in Mississauga.
- **Indoor Aquatics and Hydrotherapy** - many workshop attendees firmly believe in the benefits of hydrotherapy and urged the City to allow greater use of these aquatic facilities during non-peak hours (daytimes, etc.) for older adult use.
- **Universal Programs** - Older adults have pointed to the City's approach to providing universal programs for children and youth as having increased participation in those age groups and believe that a similar approach for older adults could increase active participation among those 55 years and over. The City has had exceptional response to its universal programs, children and youth in afterschool programs, and summer drop-in playground opportunities which are offered at no cost to participants and are sponsored by corporate partners. This has been an innovative approach in addressing times when children and youth require engagement in physical activity under the supervision of qualified and caring adults could also be applied to older adults.

4.3 Definition of Older Adult

There are varying definitions of what constitutes an older adult depending upon the City Department, Division and even the type of program/service being offered. In terms of many recreation programs, 87 per cent of the older adult survey respondents agree with the City of Mississauga Recreation Division's current definition of "Older Adult" which encompasses persons 55 years and older. Some respondents

spoke to the City considering ability-based programming geared toward one's ability not age (and it is worth noting that the City in fact already does this by offering varying levels of fitness courses, continuums in general interest opportunities and therapeutic recreation).

Historically, the term senior has been used to label people that are over the age of 65 and in their retirement years. In today's context, many people over the age of 65 no longer associate themselves as being a "senior citizen" given that people in this age group generally tend to live longer, continue to remain busy, and enjoy active pursuits to a greater degree than in the past. Over 87 per cent of people surveyed in Ontario's Aging Plan reported feeling younger than their actual age.¹

The terms "senior" and "older adult" are presently used interchangeably within the Recreation Division. This can create inconsistencies, and sometimes confusion when communicating, labelling and delivering services for a specific market segment. Utilizing a single term to define the program category would serve to deliver a more consistent brand and avoid confusion among residents that may not otherwise understand if there is a difference between a "senior" and an "older adult" service.

Mississauga's age-based definition presently defines older adults as persons 55 years and above. The definition may be applied differently throughout the Corporation as well as other agencies depending upon the type of service and legislative requirements (e.g. where aligning with criteria such as Old Age Pension, services covered through provincial healthcare, etc.). From the perspective of recreation services, the 55+ age category remains appropriate and is generally consistent with other municipalities across Canada (though there is some differentiation with some communities starting as low as 50 years of age).

Mississauga's programming is also reflective of different levels of ability within the 55+ definition. The City offers a broad range of active and passive physical activity choices, recreational and cultural pursuit opportunities, and activities geared to education and socialization. In this way, a Mississauga older adult of any age has an opportunity to participate in some form of activity regardless of their physical ability.

4.4 Access and Inclusion

Mississauga strives to be inclusive and to ensure access to all marginalized populations in all of its work. It is especially important for community centres and program spaces to be welcoming and safe in the delivery of services. There are specific marginalized populations who continue to need intentional outreach and discussions to ensure that access and inclusion goals can be met.

- **LGBTQ+ Community** - Older adults in the LGBTQ+ community may sometimes experience discrimination and unwelcoming comments in community centres. It is important to train staff and organizations in ways of ensuring that all populations are welcome. As an example, the City of Toronto supports the 519 Community Centre which is specifically geared to providing programs and services to the LGBTQ+ community. With an overall growth in population in Mississauga, it is appropriate to meet with members of the LGBTQ+ community to ensure that their recreational needs are being met and/or to work to facilitate greater opportunities.
- **Indigenous Understanding** - The Truth and Reconciliation Report commissioned by the Government of Canada - regarding the impact that residential schools had on Indigenous peoples – is influencing service provision within a number of municipalities. The Report recommends that all levels of government become part of the healing required to address the

significant negative impacts. Municipal governments and school boards across Ontario are advancing this healing by reaching out to Indigenous organizations and peoples to work collectively.

- **Persons with Decreased Mobility and Disabilities** - The City has made great strides in working with organizations that serve persons with decreased mobility and disabilities to develop meaningful programs and supports. As older adults age, some may face decreased mobility which must be recognized in program design and the provision of additional supports. An opportunity exists to work with those with decreasing mobility to teach physical literacy to enable these residents to participate with more knowledge and ability. It is noted that the Therapeutic Line of Business has shown increasing growth in participation to address rehabilitative needs and/or ongoing exercise to address chronic health issues. The Therapeutic Line of Business in Mississauga is a leading practice in Ontario.
- **Persons with Low Income Backgrounds** - The Active Assist policy provides funding for older adults who are experiencing financial difficulty. Often older adults are too proud to be forthcoming about needing financial assistance and cannot participate in recreational programs as their limited funding is spent on food and shelter. The City has been proactive and promotes the Active Assist program in the Recreation Active+ Guide. Added promotion through agencies serving lower income older adults will serve to increase participation and garner greater penetration rates.
- **Isolated Older Adults** – Statistics Canada estimates that 16 per cent of the older adult population experiences social isolation. Suicide rates in older adults over the age of 65 years is the highest of any age group in Canada. Baby Boomers have higher suicide rates than previous generations and research shows that those who do have a death by suicide have tried two to four times previously. Older adult males, particularly those widowed, have the highest rates of death by suicide at 33 out of every 100,000 residents per year. The cause of death including death by suicide may be less rigorously investigated than in younger people.² This alarming statistic prompts all related stakeholders to engage isolated older adults in recreational and social pursuits and as well to assist them in accessing the respective services that they may need. With this in mind, an emphasis on male participation in recreation pursuits is appropriate.

The Recreation Division by working with Community Groups and organizations who represent diverse/marginalized older adults will be better able to understand the recreation needs to either modify offerings or work with groups who offer programs and services to facilitate access within Community Centres to these unique populations. The Recreation Division should continue to work with Community Partners to develop a marketing/promotional and educational program targeted at older adults on the benefits of being engaged in recreation and active opportunities. The Recreation Division should work with community partners to better understand the penetration rate of older adults using recreation and related services in Mississauga.

The greater demand and expectation from the public for seamless services and support from municipalities, agencies, and other levels of government has obscured the lines of responsibility, particularly in multi-use community centre settings. The Recreation Division falls within the scope of Community Services Department, which some members of the public may perceive as social services. The Recreation Services Division has strong ties with its Community Partners. A thorough review of the services and programs offered by the City of Mississauga's Community Partners within each service area should be completed and promoted within the Community Centres, enabling the

Recreation Service Division to continue to concentrate on providing strong Recreation services while connecting our residents to the appropriate social service providers as appropriate.

4.5 Low Cost/No Cost Programs

The City of Mississauga has been proactive in including all older adults with consideration to their ability to participate in recreational pursuits. Efforts to include diverse populations, older adults from lower income backgrounds and the introduction of therapeutic recreational opportunities for those with limited mobility. The City also promotes access to no cost opportunities such as special events and the use of trails and amenities in the public parks system. The engagement of older adults in developing the Plan resulted in suggestions for universal (no cost/low cost) access opportunities for all older adults that are regularly scheduled and offered at no cost to the participant to allow all older adults to participate with no barriers. These additional opportunities would serve to increase participation given the growth in the older adult population. The sponsorship of these programs could be similar to the afterschool and summer programs offered to children and youth that are sponsored thus not imposing additional costs to the City. This is not a new concept to Mississauga however expanding this approach to the older adult population would expand opportunities currently offered to children and youth.

With over half of the participants in older adult opportunities preferring multi-purpose centres, these universal opportunities could be piloted at these centres first, however strong consideration should be given to opportunities in priority neighbourhoods where there are higher rates of residents experiencing lower incomes, isolation and other limiting factors.

4.6 Programs offered through Older Adult Groups

The City strives to offer a balance of programs that appeal to a wide range of older adults. Most directly offered programs and services focus on healthy aging and active opportunities such as swimming, water exercise, golfing, kayaking, fitness memberships and classes. The City hosted the Ontario 55+ Summer games in 2018 and saw athletes from across Ontario compete in active and social pursuits.

The Active+ Older Adult Resource publication also promotes opportunities offered at the Mississauga Seniors Centre and the Active Adult Centres of Mississauga. Both centres offer a range of programs including social (Horseshoes, Bingo, Bridge, Billiards, Mah Jong, Euchre), arts (Opera, Camera, Swing Band, Dance) wellness, travel, lifelong learning and multi-cultural opportunities. The Active Adult Centre of Mississauga also offers a Telephone Reassurance Program for isolated older adults; these residents are called daily by volunteers offering support. The 47 Older Adult Clubs operating out of community recreation centres also offer a range of social opportunities to their members and some active programming.

The role of the City is to balance older adult interests, especially with the clubs and groups offering their respective services utilizing City owned community centres and spaces. An analysis is appropriate every few years to ensure that there is a balance of opportunities, any pent-up demands are being addressed and prevalent social issues are considered with emphasis on marginalized populations to ensure that barriers to participation are addressed. Continued dialogue and stronger relationships with should include but not be limited to newcomers, the LGBTQ community, isolated older adults and those serving them) and other diverse marginalized groups.

4.7 Programs offered through Community Partners

The Recreation Division works with a multitude of stakeholder groups through the Community Group Registry Program as previously discussed in this report. The City provides benefits to those groups who qualify through their non-profit and residency status. The City of Mississauga invests significant resources and it would be helpful to know what the return on its investment is in terms of the respective penetration rate of older adults engaged in recreation. Many of these community partners serve the older adult population and it would be beneficial to know what percentage of the older adult population the City and these non-profit groups serve. This collective of the City and the community partners would be a strategic starting point in gaining a more in depth understanding of the full breadth of providers, programs and services, how current issues affecting older adults are being addressed or could be addressed and understanding the penetration rate of older adults in these service areas. More focussed discussions would address the growth in the older adult population, identification of current and anticipated issues and a joint and knowledge-based approach.

4.8 Recommendations

Older Adult Programming Recommendations

7. The age definition of an older adult engaged in recreation programs and opportunities should be confirmed as being 55 years of age and above. This age definition should be consistently applied to all programs, policies and services administered throughout the Recreation Division.
8. Enhance inclusiveness and social connectedness through program delivery targeted to persons 55 years of age and over:
 - a. Leverage sponsorship/grants (i.e. investigate opportunity to offer low to no cost activities through sponsorship).
 - b. Ensure a balance of programs is being offered in conjunction with Older Adult Clubs/providers that are of interest to a variety of older adult populations (including but not limited to newcomers, indigenous persons, LGBTQ+ community, isolated seniors and diverse/marginalized groups).
9. Work with community partners to better understand the penetration rate of older adults using recreation and related services in Mississauga, and to work collectively to respond to emerging trends and issues.

¹ Government of Ontario. November 2017. Aging with Confidence: Ontario's Action Plan for Seniors. pp.8.

² Centre for Suicide Prevention

5.1 Overview

This section provides an analysis of the overall utilization of community centres and specifically by the older adult population and balance the requests from older adults for increased use of community centre spaces.

The uses of public spaces for all age cohorts must be allocated equitably and consider evolving needs. Traditionally, older adults utilized day time hours as children and youth are in school and adults are most likely in the workforce. The requirements are changing to accommodate older adults who may want to participate during the evenings and weekends, shift rotations, daycare and nursery schools and home schooling for example all have an impact as to how public facility spaces are allocated. Specific to this Plan, an analysis is offered as to how older adults are using various facilities and what their current needs are. It should be noted that there is no current data on pent up demands for older adult groups and City offered programs and services.

5.2 Observations from Research & Consultations

Selected observations uncovered through research and consultations included the following:

- **Intergenerational opportunities between Older Adult and other age groups** – examples of other age groups that older adults want to interact with include youth and young professionals, etc. Older adults want the opportunity to engage with other age groups. Older adults felt that such relationships could introduce them to new technologies, reduce isolation and provide them the opportunity to teach youth about past experiences, and offer knowledge about skills like cooking of heritage dishes and carpentry for example. Older adults felt that they would like to learn from youth and enjoy a multi-generational relationship while youth consulted through the concurrent Youth Plan Review indicated an eagerness to share their knowledge and learn from older adults. Older adults felt that it would be very beneficial to have these mutually supportive relationships.
- **Need for space** - there was an indication from the Older Adult groups and agency/community partners that there was a need for more space overall but specifically spaces for pickleball and other program opportunities.
- **Summertime Pressures** - Older Adult groups were disappointed that they had to be moved to other facilities during the summer months to accommodate children's camps at the facility where they participated at during the school year. There was a sentiment that being moved provided an inconvenience while there was respect that children's summer camp programs are important.
- **Testing Evening & Weekend Interest** - Older Adult groups indicated that they would like to pilot the opportunity to participate during the evenings and weekends to determine if there is a

demand during these times for older adult opportunities – although these demands have not been quantified.

- **Indoor Aquatics and Hydrotherapy** - many workshop attendees firmly believe in the benefits of hydrotherapy and urged the City to allow greater use of these aquatic facilities during non-peak hours (daytimes, etc.) for older adult use.

5.3 Current Space Utilization

Program rooms and gymnasiums provided in Mississauga's major and minor community centres allow for a broad range of activities for many age groups. To understand how well these spaces are being used, the number of hours available were compared to the number of hours being booked for programs and rentals for each room available through the Recreation Services Department. To inform how older adults could access these spaces, the analysis looked at peak months (September to June) versus summer months when camps and child/youth-focused activities took place, weekday versus weekend usage, as well as usage throughout different times of the day.

September to June Utilization

Between September and June, the space utilization analysis demonstrates that significant capacity exists within the Major Community Centres with the average weekday utilization rate within these centres being 51 per cent. Weekend use of program rooms and gymnasiums is also fairly low, resulting in over 47,000 hours going unused on Saturdays and Sundays; weekend room rentals are booked sporadically and offering long term rental contracts during this time would severely limit this line of business.

Minor community centres are characterized by multi-purpose rooms located in single-purpose facilities such as halls and arenas. Such rooms may not be suitable for all types of programming and events, but at the very least are conducive to meetings and gatherings. The weekday utilization rate stands at 17 per cent and the weekend utilization rate is 14 per cent at these facilities.

Utilization in the summer months is at or near capacity during the daytime on weekdays; that being said, there is fairly low utilization rates during summertime weekends. Given the growth in Older Adult population, a review must be completed to ensure a better balance in servicing this populations needs in the summer months.

- The need for additional spaces for Older Adult group operated activities has not been quantified; although with the aging population, this demand will most likely increase.
- The current overall utilization of community centre spaces rests at 51 per cent of the overall capacity of these facilities during daytime and weekend use year-round.
- The rooms that are in greatest demand are gymnasiums and multi-purpose rooms while the room types in lowest demand include smaller meeting rooms.
- There may be an opportunity to repurpose rooms with lower utilization to include amenities that could increase their use.
- The types of activities would be relegated to the design and configuration of each individual room.

A review of current space utilization needs to be conducted to ensure spaces are being used appropriately in order to maximize availability for Older Adult programs and services

5.4 Future Space Planning

The principles that support the allocation of space within community centres -will need to be revisited with respect to the aging population. There will be additional use required and possibly during non-traditional hours. Further, there should be greater recognition that each Service Area is different with differing recreation needs. Currently programs and services offered by the City of Mississauga take precedence before the allocation of space to community organizations and rentals etc. The City's current priority status for the allocation of indoor recreation facilities governs the allocation of program space including space utilized by older adult groups.

This approach has worked well as staff are successful in their role to assess and deliver on the needs of all age groups and abilities as well as to assess and change the delivery of services based on participant feedback and pent up demands. The development and formalization of these principles will strengthen staff's ability to be locally responsive within the planning areas. Allocation principles may include the percentage of the varying age cohorts, socio-economics, recreation preferences, transportation needs, the balance of club offered, and City of Mississauga offered programs and services, availability of the resident's time to participate, geographic distribution of programs and services, child and youth development and neighbourhood strengthening priorities at a minimum.

5.5 Recommendations

Allocation of Indoor Space Recommendations

10. Review and revise the Master Scheduling Plan for Rooms and Program Spaces with all stakeholders involved (considering factors such as equity, demand, participation, preferences, ability, demographics, socio-economics, etc.).
11. Quantify demands and move the appropriate rentals and facility uses from community centres with pent up space demands to facilities with lower utilization within a given planning area, including relocation of City staff utilization (e.g. meetings, training, etc.). In doing so, the City should continue to work to accommodate summer-use requirements for older adults through the use of freed up space at facilities, utilization of facilities with capacity and the use of local and minor community centres.

6.1 Overview

This section articulates the facility provision model for older adult recreational space along with certain design features associated with these facilities.

6.2 Observations from Research & Consultations

Selected observations uncovered through research and consultations included the following:

- Older adult representatives emphasized the transportation mobility challenges in Mississauga, particularly for persons relying upon transit. Often times, transit stops were noted to be too far from community centre entrances or the homes of older adults thereby posing challenges for persons with limited mobility.
- A desire for common areas in community centres to be more welcoming and conducive to informal gathering was indicated. With affordability being a concern for a number of older adults, there is less of an ability to frequently rely on multipurpose rooms due to rental costs, thus the ability to gather within common areas was noted as an opportunity (this was supported through a recommendation by the 2019 Future Directions Recreation Master Plan).
- Barrier-free and accessible designs were noted as being an important consideration within existing and future community centres. Having a sense of safety within the facilities was also important to older adults.

6.3 Optimization of Recreation Facility Space

The City offers integrated space for older adults at eight multi-use community centres. Dedicated spaces are operated through the Mississauga Senior Citizens Centre and the Active Adult Centre of Mississauga (formerly the Square One Seniors Centre), the latter of which is located at the Central Parkway Mall. Additionally, the City of Mississauga handles the booking of common space at the Region of Peel's Creditvale Mills seniors' housing development in exchange for a certain number of hours being provided at no cost to the City by way of an Amenity Space Agreement.

Over the past five years, older adult space needs have been thoroughly explored through the 2015 Older Adult Spaces and Services Plan, the 2016 Recreational Indoor Facility Infrastructure Strategy, and the 2014 and 2019 Future Directions Recreation Master Plans. Each of these analyses have rationalized a future facility provision model that supports the City's practice of delivering integrated 55+ programming through multi-purpose spaces located in community centres rather than expanding the supply of dedicated seniors' centres. Community input and best practice scans conducted for these studies have revealed a preference among younger generations of older adults (e.g. Baby Boomers) for older adult programs within multi-generational settings. This integrated model provides greater access to more amenities such as pools, therapeutic tanks, libraries and arenas.

The City of Mississauga 2019 Recreation Master Plan makes a number of recommendations that will increase the space for older adults, notably through:

- Developing social spaces in lobbies of community centres to provide welcoming spaces for older adults and other age groups (Recreation Master Plan Recommendation #12);
- Revitalizing the Mississauga Seniors Centre (Recreation Master Plan Recommendation #13);
- Relocating the Glenforest School Pool to Burnhamthorpe Community Centre and integrating an area conducive to older adult programming as part of the community centre expansion (Recreation Master Plan Recommendation #14);
- Relocating the Cawthra School Pool to Carmen Corbasson Community Centre which will expand the capacity of that facility, along with the Mississauga Seniors Centre, to deliver active programs to meet the needs of older adults and other age groups (Recreation Master Plan Recommendation #4).

6.4 Accessibility

The 2017 Canadian Survey on Disability found that 6.2 million people reported living with some form of disability, most commonly identified as pain-related, flexibility, mobility and mental health-related. This amounts to 22 per cent of the population, a substantial increase from the 13 per cent of the population (3.8 million people) reporting living with a disability in the 2012 Survey on Disability. The aging population has contributed to this increase and along with the Accessibility for Ontarians with Disabilities Act, building designs will need to continue to require consideration of persons with special needs.

6.5 Future Space Accommodations

With younger older adults (i.e. those in the 55 to 65 year category) increasingly shunning facilities and clubs viewed or labeled as for 'seniors', an integrated multi-generational space model affords efficiencies of use based on: 1) time of day (e.g. older adults may use it during day time hours and youth or general programming can take place in the evening but having the flexibility to adjust time of day usage by needs, including for older adults); 2) geographic distribution as rooms are spread across the City as opposed to centralized in single sites thereby minimizing travel; and 3) costs related to construction and operation.

Analyses of multipurpose program room and gymnasium rates contained in Sections 5 and 6 of this Plan reveal that hours are generally available across all Service Areas to accommodate more usage. It is acknowledged that all rooms may not be of a size or configuration to allow some programs to be run, however, it is also acknowledged that additional usage could take place targeting a 70 per cent utilization benchmark.

Upon its opening, the new Churchill Meadows Community Centre will also add over 2,000 weekday hours thereby increasing system-wide capacity by 8 per cent. The 2019 Recreation Master Plan's recommendations to add indoor aquatic centres to the Burnhamthorpe and Carmen Corbasson Community Centres will also strengthen intergenerational programming at those destinations, including for older adults. For existing community centres that are not being redeveloped, their multipurpose rooms, gymnasiums and common areas should be reviewed as to how older adult needs could be

better serviced as appropriate, while retaining intergenerational programming flexibility to the greatest degree possible.

Therefore, no additional dedicated seniors' centres are recommended at this time. The City's existing strategy supports a neighbourhood-based service delivery model anchored by the centralized older adult hubs at the Mississauga Seniors Centre and Active Adult Centre of Mississauga (along with Creditvale Mills to a lesser extent). As demonstrated in this Plan, a surplus of program and meeting space exists providing further rationale that construction of additional dedicated older adults' centres would not better serve the needs of older adults. Overall, resources would be better directed towards maximizing the use of existing infrastructure.

6.6 Age Friendly Communities

In 2007, the World Health Organization (WHO) developed a guide based on its Global Age-Friendly Cities Project. The WHO identified that 'active aging' depends upon several influences much like the Public Health Agency of Canada's Social Determinants of Health. Where provincial recognition programs exist, communities have demonstrated that they have met a number of age-friendly community milestones and are recognized by their province as officially moving toward becoming age-friendly. Provinces may seek additional recognition for their communities from the Public Health Agency of Canada and the WHO.^{xiii} While the Age-Friendly Community initiative is a region wide initiative it is supported by Council as being a worthwhile endeavour for Mississauga. The City of Mississauga appears well positioned to meeting a number of these milestones as well as the various criteria articulated in the WHO age friendly community checklist. Recreation Services is represented and is working with the Older Adult Advisory Panel and other agencies and departments to achieve this designation as the lead agency. Recreation staff may not have the expertise in all areas of the criteria as required. It would be best to consider Recreation Service's continued participation but consider alternate leadership at this time.

6.7 Recommendations

Future Older Adult Facility Design and Space Needs Recommendations

12. In order to optimize recreation facility space, future additions to the supply of spaces supportive of older adult recreation programming and services should come in the form of shared and/or integrated spaces within community centres rather than a stand-alone centre dedicated exclusively to older adults. At centres that are not being redeveloped, unique spaces for Older Adult use will be incorporated as appropriate.
13. Update design standards for recreation facility development/redevelopment projects to reflect the needs of older adults through elements such as (but not limited to) comfort, accessibility, and socio-demographic needs.
14. As accessibility will be a fundamental influence in design, a coordinated approach with transportation services including MiWay, handicap parking locations, drop off lanes to offer transit to (or as close as possible to) the front door of community centres should be undertaken at the time when community centres are designed and/or redeveloped.

Future Older Adult Facility Design and Space Needs Recommendations

15. Upon opening of the Churchill Meadows Community Centre, undertake the following strategies:
- a. Leverage the considerable addition of program space (including the 1,700+ weekday daytime hours) that will be available through the new Churchill Meadows Community Centre for the delivery of older adult programs and services, as part of its broader intergenerational programming/rental complement.
 - b. Transition selected programs from the Churchill Meadows Activity Centre to the new Churchill Meadows Community Centre, once opened, thereby allowing a greater degree of time – estimated to be in the range of 2,000 daytime hours throughout the year – at the former to be allocated towards older adult programs and services.

^{xiii} Public Health Agency of Canada. Age Friendly Communities website.



This Older Adult Recreation Plan is a multi-year phased plan to guide the actions, responsibilities and budget decisions of the City of Mississauga with regard to older adult programs, services and facilities in Mississauga. To assist in implementation, this section summarizes the Plan's recommendations, including proposed priority and timing, as well as a process for monitoring and updating the plan.

The City should regularly review and assess, and periodically revise the recommendations of the Older Adult Recreation Plan to ensure that they remain reflective of local conditions and responsive to the changing needs of the community. This will require monitoring of activity patterns, tracking user satisfaction levels, consistent dialogue with community organizations, annual reporting on implementation and short-term work plans, and undertaking a detailed five-year update to the Plan. Through these mechanisms – or as a result of other internal or external factors – adjustment of resource allocations and priorities identified in this Plan may be required.

Reviewing this document requires a commitment from all staff involved in the delivery of older adult programs and services. The following steps may be used to conduct an annual review of this plan:

- review of the past year (recommendations implemented, projects undertaken, success/failure of new and existing initiatives, changes in participation levels, issues arising from the public and community groups, etc.);
- identification of issues impacting the Plan (anticipated financial and operational constraints, emerging opportunities, etc.);
- cursory review of the Plan for direction regarding its recommendations; and
- preparation of a staff report to indicate prioritization of short-term projects and determination of which projects should be implemented in the coming year based upon criteria established by staff (e.g., limitations, community input, partnership/funding potential, etc.).

The Implementation Table contained in the pages that follow summarizes the Plan's recommendations along with assigned level of priority and suggested timing.

Priorities

These are identified as high, medium and low priority based on community demand and resources available to the Division.

Timing

Short (1 to 3 years), medium (3 to 5 years), and long-term (5 to 10 years) timing is proposed to help staff create work plans.

Key Focus Area & Recommendations	Priority	Timing
Older Adults Service Delivery		
1. Align all Older Adult Clubs and providers to the Community Group Registry Policy and revise the policy to provide clarity on program offerings and delivery.	High	Ongoing
2. Continue the work of the Older Adult Advisory Panel and other key older adult group stakeholders to assist with the implementation of the Older Adult Plan.	High	Ongoing
3. Review operating model and space needs with Mississauga Seniors Centre membership.	Medium	Short-Term
4. Review the use of Older Adult Club/provider donations and Seniors Active Living Centres (SALC) grant funds to ensure a streamlined implementation in compliance with the Community Group Registry Policy recommendations.	High	Short-Term
5. Ensure the Recreation Division has the organizational structure to support the delivery of current and future older adult committees, programs, activities, processes and services.	High	Short-Term
6. Provide relevant training to all staff and volunteer executives serving older adults about legislative and quality assurance methodologies and implement a quality assurance program for City of Mississauga Older Adult recreation services provision.	Medium	Short-Term
Older Adults Programming		
7. The age definition of an older adult engaged in recreation programs and opportunities should be confirmed as being 55 years of age and above. This age definition should be consistently applied to all programs, policies and services administered throughout the Recreation Division.	High	Short-Term
8. Enhance inclusiveness and social connectedness through program delivery targeted to persons 55 years of age and over: <ul style="list-style-type: none"> a. Leverage sponsorship/grants (i.e. investigate opportunity to offer low to no cost opportunity through sponsorship). b. Ensure a balance of programs is being offered in conjunction with Older Adult Clubs/providers that are of interest to a variety of older adult populations (including but not limited to newcomers, indigenous persons, LGBTQ+ community, isolated seniors and diverse/marginalized groups). 	High	Short-Term

Key Focus Area & Recommendations	Priority	Timing
9. Work with community partners to better understand the penetration rate of older adults using recreation and related services in Mississauga, and to work collectively to respond to emerging trends and issues.	Medium	Short-Term
Allocation of Indoor Space for Older Adults		
10. Review and revise the Master Scheduling Plan for Rooms and Program Spaces with all stakeholders involved (considering factors such as equity, demand, participation, preferences, ability, demographics, socio-economics, etc.).	High	Ongoing
11. Quantify demands and move the appropriate rentals and facility uses from community centres with pent up space demands to facilities with lower utilization within a given planning area, including relocation of City staff utilization (e.g. meetings, training, etc.). In doing so, the City should continue to work to accommodate summer-use requirements for older adults through the use of freed up space at facilities, utilization of facilities with capacity and the use of local and minor community centres.	High	Short-Term
Future Older Adult Facility Design and Space Needs		
12. In order to optimize recreation facility space, future additions to the supply of spaces supportive of older adult recreation programming and services should come in the form of shared and/or integrated spaces within community centres rather than a stand-alone centre dedicated exclusively to older adults. At centres that are not being redeveloped, unique spaces for Older Adult use will be incorporated as appropriate.	High	Ongoing
13. Update design standards for recreation facility development/redevelopment projects to reflect the needs of older adults through elements such as (but not limited to) comfort, accessibility, and socio-demographic needs.	Medium	Medium-Term
14. As accessibility will be a fundamental influence in design, a coordinated approach with transportation services including MiWay, accessible parking locations, drop off lanes to offer transit to (or as close as possible to) the front door of community centres should be undertaken at the time when community centres are designed and/or redeveloped.	High	Ongoing

Key Focus Area & Recommendations	Priority	Timing
<p>15. Upon opening of the Churchill Meadows Community Centre, undertake the following strategies:</p> <ul style="list-style-type: none"> a. Leverage the considerable addition of program space (including the 1,700+ weekday daytime hours) that will be available through the new Churchill Meadows Community Centre for the delivery of older adult programs and services, as part of its broader intergenerational programming/rental complement. b. Transition programs from the Churchill Meadows Activity Centre & Library to the new Churchill Meadows Community Centre, once opened, and dedicate the available space – estimated to be in the range of 2,000 daytime hours throughout the year – at the former to be allocated towards older adult programs and services. 	High	Short-Term

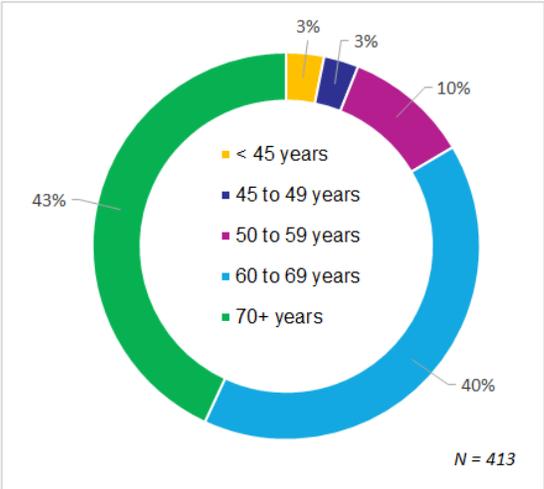
Appendix A Older Adult Survey Summary

To inform the Plan, a community survey was made available between June 4 and July 6, 2018. Designed specifically for Mississauga older adults, the survey included 28 questions designed with a targeted completion time of 10 minutes (average completion time was 13 minutes). The intent of the survey was to help establish an understanding of: reasons that older adults participate in recreation; popular activities and programs among older adults; barriers to accessing programs, facilities, and services; and to quantify participation levels.

The survey timing coincided with other consultation initiatives undertaken for the Plan so that it could be promoted through discussions with key stakeholders and targeted populations. As an incentive, participants completing the entire survey were eligible for a draw to win one of three \$100 City of Mississauga recreation gift cards. The survey was available online and in hard copy format during the prescribed timeframe. A comprehensive tabulation of survey results can be found in Appendix A. Unless otherwise noted, totals may not add due to rounding, skipped questions, or a don't know/prefer not to answer response.

Older Adult Survey Results

The older adult survey received a total of 420 responses, of those 415 identified as residents of Mississauga and were able to proceed to the remaining questions. 43 per cent of the survey respondents indicated that they are 70 years of age or older, while another 40 per cent were within the ages of 60 and 69 years old, 10 per cent were between 50 and 59 years, and the remaining 6 per cent were below the age of 50. Just over half of survey respondents (52 per cent) reported being members of an Older Adult Club affiliated with the City of Mississauga or operated out of one of the City's community centres.



Participation

The vast majority (87 per cent) of respondents agree with the City of Mississauga's current definition of "Older Adults", which encompasses persons 55 years of age and over. Some of the written suggestions for a different definition of older adults included those that consider ability-based programming in recognition that age does not necessarily restrict certain peoples' abilities, or segmenting the age group into multiple tiers (e.g., 55 to 69 years of age and older adults aged 70 years and older).

Approximately half (49 per cent) of survey respondents participated in fitness or aerobics during the last 12 months, making it the most popular physical activity within the survey sample. Other common physical activities included walking for leisure (43 per cent) and swimming (35 per cent). The most common social activities participated in by survey respondents were reading (39 per cent) and attending shows/theatre (34 per cent).

Survey respondents were asked to identify up to three locations where they participate in physical or social activities most often. Almost one in four respondents (24 per cent) stated that they participated in social or physical activities most often at home. This could be due to the fact that there is a convenience aspect in not having to travel or the fact that much of a person's free time is usually spent within their home. However, the finding also may suggest an ongoing need to encourage a portion of older adults to remain engaged in community activities outside of the home, particularly with studies identifying isolation among older adults as a growing concern. That said, common spaces for participation outside of the home included a branch of Mississauga Libraries (17 per cent), the Mississauga Seniors Centre (16 per cent), and Active Adult Centre of Mississauga (14 per cent). Among City of Mississauga Community Centres, the most visited locations were: Meadowvale Community Centre (14 per cent), Mississauga Valley Community Centre (13 per cent), South Common Community Centre (13 per cent), and Carmen Corbasson Community Centre (13 per cent).

Just less than one-third (30 per cent) of respondents indicated that the City of Mississauga does not provide activities that they would like to see offered in the future. Among these individuals, the top five activities that they would like to be offered or expanded in the future include: arts and crafts, day trips, meet ups/coffee cafes, hiking groups, as well as cooking and healthy eating classes.

Looking to future participation, 69 per cent of respondents believe they would use City of Mississauga Community Centres in five years' time and just under half (47 per cent) indicated that they expect to use the Mississauga Older Adults Centre in the same timeframe. This would suggest a potential growth in the use of community centres for older adult activities in the future and a continued preference for decentralized older adult programs and services across the City.

Volunteering

On a monthly basis, survey respondents spent an average 6.4 hours volunteering with 144 of them committing to one hour or more. Just over one-third (36 per cent) of survey respondents consider themselves very likely to serve as a volunteer in the community within the next five years. Another 22 per cent indicated they are somewhat likely to serve as volunteers within the next five years while the remaining 24 per cent indicated they are somewhat unlikely or very unlikely to serve as volunteers in the same timeframe. This aligns with the City of Mississauga Older Adult Recreation Spaces and Services Plan that observed volunteerism for older adult clubs is declining.

When asked what types of initiatives they are most likely to volunteer for, the responses were fairly evenly distributed among three top responses. One-quarter (25 per cent) indicated a health/hospital setting, 24 per cent noted social services, and 22 per cent believed they were likely to volunteer for a sports or recreation type initiative.

Barriers to Participation

On a weekly basis, survey respondents spent an average of 8 hours participating in social activities and an average of 7.4 hours participating in physical activities. Two out of five older adults (41 per cent) stated that nothing prevents them from participating in social activities as often as they would like. The most significant barrier experienced by 21 per cent of survey participants was caring for family members. Other notable barriers to participation in social activities were: illness/injury/health concerns (15 per cent), programs are too expensive (14 per cent), programs not offered at a convenient time (12 per cent), don't know what is available (12 per cent), too busy/lack of time (11 per cent), and need a friend to go with (11 per cent). Other barriers were reported by less than 10 per cent of respondents and have been captured in the Appendix summary calculations.

Similar to the response for participation in social activities, 43 per cent indicated that nothing prevents them from participation in physical activities as often as they would like. The most commonly noted barrier to participation in physical activity was illness/injury/health concern experienced by 24 per cent of respondents. Other notable barriers to participation in physical activities were: caring for family members (17 per cent), programs are too expensive (13 per cent), and programs are not offered at a convenient time (10 per cent). Other barriers were reported by less than 10 per cent of respondents but have been captured in the Appendix summary calculations.

Future Expectation of Participation & Services

Just under half (47 per cent) of survey respondents described their current activity level as low intensity consisting of things such as walking or playing cards, while another 43 per cent described their activities as medium intensity (e.g., dancing, speed walking). The remaining 8 per cent participated in high intensity activities such as jogging, cycling, or competitive sports.

Looking to the next five years, most participants believe they would be more physically active than they currently are. Only 26 per cent believe their activity levels would be low-intensity in five years' time while expected participation in medium intensity activities grew to 57 per cent of respondents, and just over one in ten respondents (11 per cent) expect to participate in high intensity activities.

When asked about fees for service, half of respondents (51 per cent) believe that Older Adult recreation programs should be discounted. One quarter (26 per cent) believe the discount should only apply to those with demonstrated financial need, and one-fifth (20 per cent) do not believe programs should be discounted for Older Adult recreation.

Regarding communication and information sharing, three common responses stand out as the best ways to inform participants about recreation services for older adults. These include: email (52 per cent), Active Mississauga Guide – online (47 per cent), and Mississauga Active+ Guide through recreation (41 per cent). Other commonly noted ways to inform participants of programs and services were: City of Mississauga website (28 per cent), Older Adult Expo/open houses (27 per cent), and newsletters/mail (26 per cent).

Sample Demographics

Four out of five survey respondents (81 per cent) are long-time residents of Mississauga, having lived in the City for 20 years or longer. One in ten (10 per cent) have lived in Mississauga for 11 to 19 years, while 4 per cent have lived here for 5 to 10 years, and the remaining 5 per cent for less than 5 years.

Survey respondents were fairly well distributed throughout the City, with most residential postal codes represented by at least one respondent. The greatest response (13 per cent) was from the L5M postal code (Churchill Meadows/Central Erin Mills/South Streetsville), followed by L5G (SW Lakeview/Mineola/East Port Credit) with 12 per cent of responses, L5N (Lisgar/Meadowvale) collecting 11 per cent of survey responses, and L5L (Erin Mills/Western Business Park) with 10 per cent. Other postal codes were reported by less than 10 per cent of respondents but have been captured in the Appendix summary calculations.

Other characteristics of the survey sample included:

- The most commonly identified living situation was couple living together (48 per cent), followed by adult living alone (27 per cent), and couple with children (10 per cent). The remaining 13 per cent either live with extended family, as a single parent, or other circumstance.
- Only 6 per cent of survey respondents live outside of Mississauga for three months or more during the year, indicating that 94 per cent are permanent, all-season residents of the City.
- Four-in-five survey respondents were female (80 per cent), males represented 18 per cent and the remaining 2 per cent chose not to answer or indicated a gender identity other than male/female.
- Household income was fairly evenly distributed across all income brackets. Survey respondent household income was distributed as follows: less than \$30,000 (11 per cent), \$30,000 - \$49,999 (17 per cent), \$50,000 to \$69,999 (13 per cent), \$70,000 to \$99,999 (9 per cent), and \$100,000 or more (11 per cent).



Appendix B Older Adult Workshop Summaries

Session	Date	#	Agencies
Focus Group #1: Newcomer Agencies	June 6, 2018	4	Dixie Bloor Neighbourhood Centre, Indus Community Services, Newcomer Centre of Peel, Peel Newcomer Strategy
Focus Group #2: Community Centre Older Adult Committees I	June 6, 2018	40	n/a
Focus Group #3: Older Adult Advisory Panel	June 12, 2018	20	n/a
Focus Group #4: Community Centre Older Adult Committees II	June 12, 2018	4	Meadowvale Community Centre, Mississauga Older Adults Centre, River Grove Community Centre, Active Adult Centre of Mississauga
Focus Group #5: Older Adult Service Providers and Agencies Workshop	June 12, 2018	11	Government of Ontario, Local tennis clubs, Local health networks, Canadian Association of Retired Persons, Peel Public Health, Peel Council on Aging, Active Adults Centre of Mississauga

Malton Older Adults Workshop

Date:	June 6, 2018, 2:30 PM – 3:30 PM
Location:	Malton Community Centre (3540 Morning Star Drive)
Attendees:	40 Representatives from Mississauga’s Community Centre Older Adult Committees (CCOACs) and users of the Malton Community Centre

A workshop was held in Malton in consideration of transportation barriers that exist for some older adults in that community and help to encourage their participation in the engagement process. A common theme throughout the discussion was that the older adults did not want to be labelled as being different from other people, preferring to avoid terms such as “older” adult or “senior” since those can bring about a perception. They embraced the fact that they were “mature individuals” and had “wisdom” to share with others although a few did believe that the term older adult or senior carries a sense of respect as well.

The group generally is supportive of the club-based setting in which many programs and services are delivered. They noted the benefits of group activities as keeping them socially engaged in their community and felt that strong leadership from club representatives was reflective of their opinions, needs and priorities.

While the workshop was primarily attended by those living or affiliated with the older adult clubs in Malton, there were other older adult committee representatives from other community centres. All of the CCOACs represented at the workshop indicated a tremendous growth in their membership; they view this as being positive but noted a challenge to accommodate their members within the space available to them, as well as to provide support for an increasing number of members. Attendees indicated

demand for additional public space to offer programs and events, with suggestions offered to host more social events (e.g., dinners, dances, workshops, etc.) and encourage anyone to attend (not only current older adult club members). This was viewed as a way to potentially stimulate activity in older adult populations and encourage social interaction.

Many of the older adult attendees believed that relationship building between themselves and local youth would be mutually beneficial. A mentorship program may enable youth to obtain their mandatory 40 hours of volunteer work while older adults could benefit from their assistance with everyday tasks. Similarly, many in attendance communicated a desire to host workshops and tutorials where older adults and youth could teach each other about their passions and skills. For example, older adults would like to share their culinary and dance skills while youth could educate older generations on how to successfully engage with technology and social media.

Participants discussed how they would like to be treated fairly and have opportunities to participate based on interest and ability, more so than age which they viewed as a narrow definition of themselves. Many participants indicated that “traditional” times for older adult’s programs do not necessarily align with a modern definition of “older adults” as many people in their 60’s and 70’s are still employed and are not always available during the day to attend programs. Attendees also identified barriers to participation including cost to participate, transportation to facilities, and knowledge about available activities. It was strongly suggested that Mississauga buses stop at the front door of community centres to allow access in inclement weather and to provide better access for those with limited mobility. There was an observation that there seemed to be many more females involved in older adult activities than males (which was borne out by attendance in this workshop, consisting of primarily women). It was suggested that the City explore ways in which to engage more men in older adult programming.

Of the 40 attendees, 5 volunteered that they had access to computers, although limited in some cases. Participants felt that communications still needed to be paper based through newsletters, the Active + Guide and postings at community centres. The group also indicated that they were not fully aware of what activities were available within all the groups at the Malton Community Centre. Many agreed that inter-club activities would provide an opportunity to share access to all activities and develop better ways of working together.

Older Adult Advisory Panel Workshop

Date: June 12, 2018, 9:30 AM – 10:45 AM
Location: Mississauga Valley Community Centre (1275 Mississauga Valley Boulevard)
Attendees: Older Adult Advisory Panel

The Mississauga Older Adult Advisory Panel was engaged in a workshop as part of a regularly scheduled meeting. Considerable discussion centred upon who and what constitutes an older adult, and the perceptions/stereotypes that older adults face from other age groups. The Panel emphasized ability more so than age, though they believe 55+ years remains generally appropriate recognizing there is a need to identify age to differentiate service and program delivery in recognition of the unique needs of the older adult age group. Their point, as heard in other consultations and through research conducted in support of the Plan, was that there is no one categorization or label that can be used to define an older adult, nor should the term limit what individuals think that they can achieve.

The Panel noted that older adults in Mississauga have begun to view recreation through a new lens, one where residents of all ages and abilities are able to recreate with each another and pursue common activities that they enjoy. In general, Panel members indicated that municipal programming should continue to be developed around interest and ability rather than emphasizing an age. Many stated that the City is doing well to provide for and support the CCOACs and they feel very fortunate to have the Panel and support from staff. Transportation remains one of the most significant barriers and suggesting a hope that the City will continue expanding program opportunities for older adults throughout Mississauga.

Panel members were adamant that communication is key to successful promotion and programming. They indicated that word of mouth remains the most reliable form of information sharing as there continues to be a generational and cultural divide among participants; some older adults are very tech-savvy while others prefer verbal interaction, while others may experience language barriers. The following suggestions were offered to maximize dissemination of information:

- multiple departments should be represented at meetings;
- publications should be user-friendly and offered in multiple languages;
- the Panel and program participants should be empowered to share their knowledge and experiences;
- promotion and information sharing needs to be continuous; and
- two-way communication with programmers and participants is encouraged.

Mentorship was a high priority for the Panel. Some members suggested that there may be benefit from recruiting university, college and high school students to participate in an intergenerational program focused on mutual tutelage. For example, retirees may be able to share knowledge from their work and personal experiences while students can share their academic resources and technological skills.

Community Centre Older Adult Committees Workshop

Date: June 12, 2018, 11:00 AM – 12:00 PM
Location: Mississauga Valley Community Centre (1275 Mississauga Valley Boulevard)
Attendees: 3 Representatives from Meadowvale Community Centre, Mississauga Seniors Centre, River Grove Community Centre, and Active Adult Centre of Mississauga

Building off of the older adult discussions in Malton, a second workshop was held with representatives of other CCOACs and dedicated seniors' centres. The discussion revolved around three themes being affordability of programs and services, types of programs and services offered, and increasing awareness of programs and services to maximize participation.

Attendees recognized that program pricing is a complicated process because some older adults in Mississauga have limited financial means where others who are affluent. For older adults that are retired and reliant on modest fixed incomes, their ability to participate in programs can be challenged. Additionally, the ability to access reliable, affordable, accessible transportation throughout the year is a challenge for many older adult residents.

At the other end of the spectrum are wealthier older adults who are willing and able to pay to participate. There was some sentiment that seniors have “earned the right” to be provided with free recreation activities while others had a different view whereby the City should be providing as wide a range of programming options as possible that are set to different price points reflective of factors relating to program frequency/convenience, quality of space or program type, etc. Overall, participants would like the City to review membership/drop-in fees and re-examine the level of discount provided to older adults, particularly for pool access and use of fitness centres.

To help alleviate geographic barriers, participants indicated a need for more programming and for programs/services to be distributed throughout the City. Program structure should be based on ability more than age; programs should provide opportunities for limber older adults to participate in high-impact recreation while others can participate in more therapeutic/mobility-based training. Many workshop attendees firmly believe in the benefits of hydrotherapy and urge the City to allow greater use of aquatic facilities during non-prime hours (daytimes, etc.).

Generally, participants urged the City to facilitate more opportunities for older adults to be involved in recreation directly. For example, older adults could be allowed to do things like volunteer at a café or coordinate events and foster engagement. Older adults could also coordinate focus groups or workshops/seminars to educate, promote music and the arts, or share a family legacy; the City could match older adults and youth together through similar interests. Coordination of bus schedules with program times or limiting seasonal influences such snow-clearing/removal and weather impedence were also cited as ways to improve the reach of programs and services to older adults.

Older adult-friendly publications and communication (paper/print) were emphasized as methods of program promotion and information sharing. Attendees suggested using technology in moderation, knowing that not all older adults have access or capacity to interact through digital mediums. As a method of encouraging social interaction and also promotion of activities and services, the representatives felt that the City should encourage older adults to share their voices. Sharing information directly with Mississauga's older adult clubs and committees would be an excellent way to disseminate information to older adults using those channels. This could also help reach isolated older adults through a concentrated effort to encourage and support these individuals.

Appendix C Agency & Partner Focus Group Summaries

Newcomer Agencies Workshop

Date: June 6, 2018, 12:00 PM – 1:00 PM
Location: Mississauga Valley Community Centre (1275 Mississauga Valley Boulevard)
Attendees: 5 Representatives from the Dixie Bloor Neighbourhood Centre, Indus Community Services, Newcomer Centre of Peel, and Region of Peel Newcomer Strategy

Newcomer agencies attending the workshops represented diverse cultural groups, each stating that their members form strong “familial” bonds based around culture and shared interest. In many cultural groups, newcomers find solace and a feeling of belonging through their interaction with people with similar backgrounds. While not necessarily providing physical activity as a source of recreation, the newcomer services and agencies identified the value of social activity. All participants stated their members, particularly older adults, feel at home when in their programs and find the health benefits and social encouragement allows them to thrive.

They believe that having newcomers to Canada participate in their respective programs reduces the chances of people feeling socially isolated. This is thought to be especially true for newcomer older adults who have not yet formed social connections or are less comfortable venturing far from their homes due to an unfamiliarity with language, the layout of the City and how to navigate it, and limited economic means. In fact, many newcomer service agencies identified that their customers are highly interested in recreation and the benefits it provides but find it difficult to attain their recreational goals because of cost. Attendees suggested that perhaps the City could offer workshops or targeted programs at little-to-no cost to help alleviate the financial barrier associated with participation.

Representatives from newcomer agencies in Mississauga identified a lack of space or program capacity as a dominant issue in their organizations. Many of their programs and services are limited by their ability to find adequate space in which to operate, partially because of the types and locations of spaces that they need. For example, agencies are ideally looking for facilities that are accessible for persons with disabilities as well as located along major transit routes and ideally within neighbourhoods as newcomers may not have their own vehicle or are still learning to navigate the City. Some were of the opinion that Mississauga community centres are optimal locations for their services but indicated difficulty gaining access to multi-purpose rooms due to allocation policies regarding rental and booking (regarding the number of people that are using the room and historic allocations, as cited examples).

It is noted that this workshop explored topics related to both the Older Adult Plan for Recreation and the concurrent Youth Plan for Recreation.

Older Adult Service Providers and Agencies Workshop

Date: June 12, 2018, 12:30 PM – 1:30 PM
Location: Mississauga Valley Community Centre (1275 Mississauga Valley Boulevard)
Attendees: 11 Representatives from the Government of Ontario, Local Health Integration Networks (LHIN), Canadian Association of Retired Persons (CARP), Peel Public Health, Peel Council on Aging, the Active Adults Centre of Mississauga and local tennis clubs

With such a diverse range of organizations present at the workshop, it was unsurprising that there was a wide range of terminology and criteria used to describe how each views an older adult. There was consensus, however, that older adults and seniors are no longer limited to sedentary and socially-focused recreation and leisure pursuits. Workshop attendees discussed the need to expand the City's definition of recreation to include physical, social, life/skill/hobby-based leisure pursuits; and incorporating exercise for the body, mind, and spirit. This expanded definition would enable programmers to provide more options and program times and consider drop-in versus regularly scheduled and registered programs.

Participants believe that programming provided by themselves and others should be based on interest and ability of individuals instead of restricted by age as some expressed a greater willingness to participate in activities based on perception of ability. Distribution and promotion of programs should focus on where older adults live and consider how to engage them in activities. Some were of the opinion that older adults are interested in more than "gentle fitness" and would like opportunities to go on day trips, participate in card games, or host cafes. They also emphasized the social connections that keep people interested and maintaining a sense of belonging, in addition any physical health benefits that they might derive.

The agencies and service providers discussed a need for additional indoor space to become available, particularly in the summer months, so that organizations can expand programs and not be "pushed out" by other programs and camps. One suggested solution to this issue was for the City to consider school access or dedicated spaces for older adults during peak demand periods for child/youth programs. The City might also seek non-traditional space and service providers to help accommodate demand (tennis clubs accommodating users during the day).

Workshop attendees also suggested exploring ways to encourage greater participation from newcomers, marginalized populations, and isolated older adults. A preferred method to achieve this is to send messages through faith-based organizations, community leaders, and translate publications and resources. They also felt that events such as the Older Adult Expo increases awareness and encourages participation among all older adults, and that the City should try to provide information in a "digestible way" to reach various segments of the older adult market.

Appendix D Staff Workshop Summaries

City Staff Workshops

Session	Date	#	Agencies
Workshop #1: Non-Recreation Staff I	June 5, 2018	7	Environmental Outreach, Transportation Planning, Culture, Human Resources, Security
Workshop #2: Managers	June 6, 2018	9	City of Mississauga Line of Business Managers, Community Development Coordinators, and FMT Representatives, representing: fitness, aquatics, older adults, youth, facilities, volunteers, sport development, and community programs
Workshop #3: Program Staff	June 6, 2018	10	City of Mississauga Fitness, Inclusion, Aquatics, Community Development, Customer Service, and Community Programs
Workshop #4: Non-Recreation Staff II	June 12, 2018	9	Active Transportation, Libraries, Transportation (MiWay), Parks Operation, Park Development, Sport Development, Special Projects (Culture)

Non-Recreation Staff Sessions (2)

Date: June 5, 2018, 2:30 PM – 3:30 PM and June 12, 2018, 2:00 PM – 3:30 PM
Location: Mississauga Valley Community Centre (1275 Mississauga Valley Boulevard)
Attendees: 16 representatives from various City of Mississauga departments including Mississauga Library Services, Sport Development, Park Development, Parks Operations, Environmental Outreach, Transportation Planning, MiWay, Culture, Human Resources, Security, and Special Projects (Culture)

Recognizing that there are City Departments and Divisions beyond Recreation whose services affect older adults; two workshops were held with non-Recreation staff. Given the wide range of responsibilities and services provided through these departments and divisions, discussions topics were diverse. It is noted that these workshops also explored topics related to the concurrent Youth Plan Review, however, only older adult-specific themes are presented as follows.

Departments view older adults in slightly differently ways, though generally recognize and understand the definition as persons 55 years of age and above. The Culture and Transportation staff mentioned that their respective Divisions have considered the previous Older Adult Plan to inform certain works undertaken, noting that the greatest ability for them to implement recommendations is when they are clearly identified for a specific Departmental Division or Unit. Otherwise there can be confusion or ambiguity in terms of who will lead an action and support it within their respective budget or funding sources. Other Departments do not actively refer to the document but are generally aware of the Older Adult Plan's overarching principles and intent.

Staff suggested assigning a designated departmental contact for the Older Adult Plan so everyone knows who is responsible for implementation (perhaps suggesting they are unaware of the current Older Adult Coordinator's role in this regard). To strengthen the coordinated approach and avoid duplicating efforts between multiple Lines of Business, managers should explore initiatives surrounding community outreach, coordinated program schedules, and joint promotion of activities and events. Various departments should also support intergenerational opportunities where older adults and youth work together even when responsibilities span more than one Department or Division. One cited example was to view parks as an extension of libraries (meet at the library and then walk to a park) or trip planning tutorials for older adults using MiWay on library computers with youth volunteers.

Staff continued on the topic of an intergenerational approach to programming. This would involve offering opportunities to interact with others as frequently and seamlessly as possible. In doing so, older adult participants could avoid social isolation and allow youth to learn from their peers and elders. One example of how this has been successful elsewhere is the addition of daycare into retirement homes; the older adults benefit from interaction with children to keep the minds and bodies active while the children learn from the experience of the older adults. Another example that is in place in Mississauga is through the Library system where residents of any age can sign up for computer assistance and youth provide tutorials to gain their mandatory secondary school volunteer hours.

City staff identified a lack of affordable housing as a challenge facing older adults in Mississauga, largely in the context that some older adults may not be able to "age-in-place" when they move or cannot afford the growing cost of living in the City. With most areas of Mississauga not originally planned/designed to be walkable, transportation can be difficult for older adults who are no longer able to drive, who are unfamiliar with the transit system, or those that do not have the physical activity level to travel longer distances using active transportation. It was noted that the upcoming Transportation

Master Plan will focus on providing transportation options (cycling, walking, and transit) for people aged eight to 80+, rather than focusing specifically on “older adult” or “youth” transportation needs. MiWay offers a targeted program for older adults through its \$1 bus rides after 9:30 AM for that age group. The Transportation Department is working with the Planning Department to support walkable neighbourhoods and suggested encouraging participation/ minimizing barriers through promotion of cycling routes and other means.

Managers Workshop

Date:	June 6, 2018, 9:00 AM – 10:00 AM
Location:	Mississauga Valley Community Centre (1275 Mississauga Valley Boulevard)
Attendees:	9 City of Mississauga Line of Business Managers, Community Development Coordinators and FMT Representatives (represented: fitness, aquatics, older adults, youth, facilities, volunteers, sport development, and community programs)

A workshop was held with Recreation Division Managers of the various lines of business. Given the range of responsibilities and services provided through these units, discussion topics were diverse. It is noted that this workshop also explored topics related to the concurrent Youth Plan for Recreation, however, only older adult-specific themes are presented as follows.

Managers commonly identified a lack of role clarity as their positions and departments respond to the evolution of “recreation” and the older adult market, including a “grey area” where recreation services are blending with health and social services. Attendees reflected that social services such as emergency relief and support programs are becoming commonplace in their facilities, and wondered if there might be opportunities to partner with other organizations and agencies to supplement those services. In this way, the City should determine what the appropriate “pathway” is to providing such services to older adults. Line of Business Managers discussed how the Older Adult Coordinator position seems to be a corporate level position since being Age Friendly extends beyond the Recreation Division, but there is little authority for that staff person to influence holistic decision-making that is needed to guide the City’s overarching older adult objectives.

Workshop attendees also discussed the value of information and resource sharing in their Line of Business roles. The City offers a vast amount of programming and services as do many other private and not-for-profit organizations in Mississauga. It was stated that managers would feel better equipped to support their customers if they had more information on other programs, resources, services and facilities available throughout the City. With such information in hand, they could be a resource for older adults.

Managers also identified a need for more streamlining through process, policies, and information. For example, many customers don’t understand the difference between a therapeutic membership and a recreation membership. Discussion focused on the need to improve communication and information sharing to streamline business services. If both staff and customers have a greater understanding of what is available and how it functions, they will be better able to provide for one another.

Program Staff Workshop

Date: June 6, 2018, 10:30 AM – 11:30 AM
Location: Mississauga Valley Community Centre (1275 Mississauga Valley Boulevard)
Attendees: 10 City of Mississauga Program Staff (representing fitness, inclusion, aquatics, community development, customer service, and community programs)

A workshop was held with Recreation Division staff from various lines of business and program/service units. Given the range of responsibilities and services provided through these units, discussions topics were diverse. It is noted that this workshop also explored topics related to the concurrent Youth Plan for Recreation, however, only older adult-specific themes are presented as follows.

Workshop attendees were hopeful that the Plan could help Lines of Business establish timelines, priorities and determine appropriate allocation of resources. Additionally, the Plan should be aligned with the Youth Plan for Recreation as well as Future Directions as a whole, but they should also be structured such that the City of Mississauga's overarching goals may be achieved. Additionally, program staff would like for the Plan to help identify the role of Recreation in service provision. Echoing a common theme from other workshops, program staff questioned where the true responsibility of City of Mississauga Recreation Division lies (as it relates to the balance between recreation and social services).

Program staff noted some strategic planning opportunities that focus on maximizing access to, and participation in, City of Mississauga Recreation programs and services. Ideas included coordinating schedules so that older adults and youth are not competing for space within community centres, aligning program start and end times with public transportation schedules (including paratransit), and offering a wide variety of program options to target a wide range of interests and abilities.

Strategies oriented to staff training, transition, and retention were identified as opportunities to improve programs though it was acknowledged that this may be difficult to implement given the part-time or seasonal nature of many recreation employees. For example, program participants become very comfortable with particular instructors and often find the transition to new employees difficult to manage. Where possible, the City should consider succession planning and help support staff as they transition to various roles and programs.

One of the commonly discussed opportunities was to employ a more holistic approach is to review the membership passes offered by the City of Mississauga. Program staff indicated that residents frequently ask why the passes are not able to be used City-wide and have difficulty understanding the various membership types (e.g. therapeutic memberships). In order to better serve the residents of Mississauga, program staff suggested that memberships should be applicable across the City, and that programs and services should be distributed to reflect the needs of the various demographic groups identified within Mississauga.

To offer a holistic approach to programs and services, all involved Lines of Business should coordinate offerings and encourage participation by all residents. Some of the methods suggested to help encourage participation include reaching out to faith-based organizations where residents gather; offering culturally-diverse programming; and providing information in a variety of formats and languages.

Appendix E Older Adult Feedback Session & Survey Summaries

Nine Older Adult Feedback Sessions were conducted between the dates of May 1-10th in order to allow a comprehensive consultative process, ensuring each community was afforded the opportunity to be well represented without travel limitations. One additional session and one combined session in conjunction with the community meetings was held, presenting the consultation notes to the Older Adult Advisory Panel and the Mississauga Senior Council and also included these findings in the final report.

Facility Staff worked with their Older Adult Providers/Clubs to find an appropriate day and time that would work well with their communities to host the feedback session. The Facility Manager, operational and functional team supervisory staff was asked to attend the feedback session if possible in their Community Centres. Library Older Adult Supervisors were also asked to promote the sessions. Recreation Leadership Team members were also in attendance.

These one hour sessions included a presentation outlining the Recreation Older Adult Plan recommendations and were followed by a structured question period. At the end of the session, participants were given the option to complete a brief on line or paper copy survey surrounding the recommendations. For members of the public that wanted to provide feedback but were unable to attend the sessions, an email address (yourfuture@mississauga.ca) was used for residents to direct questions and comments to the attention of City staff that also included a copy of the survey in their response. Light refreshments and a complementary pass to any Recreation Drop In program was provided to our Older Adult participants as a thank you for attending and providing their feedback.

A flyer promoting the session was advertised at the Community Centres three to four weeks prior to the session date: Community Centre staff were asked to please post the flyer in their respective areas (i.e., gymnasium, fitness centre, pool, meeting rooms) and to promote the feedback session within the centre. The Community Program Supervisor invited the Older Adult providers/clubs to attend through the club executives, encouraging members to also attend. This invitation was reinforced by the Supervisor of Older Adults, Lorena Smith.

The City has documented and summarized all sessions in a manner that could be incorporated into the Older Adult Plan for Recreation where appropriate.

Schedule and participation of the Older Adult Feedback Sessions

Facility	Date	Room	Time	Libraries	Community Participation
Clarkson CC	May 1	Margaret Marland Room	9:30-10:30am	Clarkson, Port Credit, Lorne Park	18
Meadowvale CC	May 2	Youth/Seniors Room	2:30-3:30pm	Meadowvale	26
Malton CC	May 2	Multi-Purpose Room 1	10:30-11:30am	Malton	25
South Common	May 7 th	Library Program Room	1:00-2:00pm	Sheridan, South Common	22
Burnhamthorpe CC (twinned with FM)	May 8	Fleetwood Room	9:30-10:30am	Burnhamthorpe, Frank McKechnie	13
Mississauga Valleys CC	May 8	LC Taylor Auditorium	11:30-12:30pm	Mississauga Valleys, Central, Cooksville	163
Mississauga Seniors Council	May 9 th	Meeting Room (Erindale Hall)	9:30-10:30am)	-	9
Huron Park (twin C4)	May 9 th	Iroquois A & B	11:30-12:30pm	Lakeview, Woodlands	42
Mississauga Seniors Centre/OAAP	May 9 th	Lucy Turnbull Room	2:30-3:30pm	-	45
River Grove (twin with Erin Meadows, CMAC)	May 10 th	Kaneff Gymnasium	10:00-11:00am	Churchill Meadows, Courtney park, Erin Meadows, Streetsville	21
Total Participation					384

Question and Answer Section of the Older Adult Feedback Sessions

(Categorized into themes and the appropriate recommendations that articulate the issues)

Older Adult Programming	
Theme	Recommendation
<ul style="list-style-type: none"> ○ Inconsistent Support for 55+ Age Recommendation - many found the term Older Adult objectionable; concern that already at-capacity Clubs/Providers would face further pressures (i.e. MSC, River Grove); strong support for introduction of consistency ○ Feedback that a strategy for financial discount is required (i.e. ability to pay/sliding scale by age considering the older OA may have greater financial needs) 	<p>The age definition of an older adult engaged in recreation programs and opportunities should be confirmed as being 55 years of age and above. This age definition should be consistently applied to all programs, policies and services administered throughout the Recreation Services Division.</p>
<ul style="list-style-type: none"> ○ Strong Support for low cost/no cost and types of accessible programming (i.e. Gentle Fitness; Yoga; Aquatic Opportunities) ○ Feedback that there is limited Newcomers exposure and a need to expand marketing/promotion to a variety of older adult populations who are unaware of Recreation’s programs and services 	<p>Enhance inclusiveness and social connectedness through program delivery targeted to persons 55 years of age and over:</p> <ul style="list-style-type: none"> ○ Leverage sponsorship/grants (i.e. investigate opportunity to offer low to no cost opportunity through sponsorship) ○ Ensure a balance of programs is being offered in conjunction with Older Adult Clubs/providers that are of interest to a variety of older adult populations (including but not limited to newcomers, indigenous persons, LGBTQ+ community, isolated seniors and diverse/marginalized groups)
<ul style="list-style-type: none"> ○ Discussions surrounding a required review of Programming Services - not limited to Social and Recreational but also Educational Services (i.e. Lifelong Learning, Computer Courses etc.) ○ Request to continue to review Partnerships (i.e. with the School Board to better utilize empty schools in summer/over capacity of Community Centres during same time period; with Culture Division for increased arts and culture programs etc.) 	<p>Work with community partners to better understand the penetration rate of older adults using recreation and related services in Mississauga, and to work collectively to respond to emerging trends and issues.</p>

Allocation of Indoor Space for Older Adults

Theme	Recommendation
<ul style="list-style-type: none"> ○ Requested review of available space during Weekend, Evening to provide Older Adult clubs/providers with potentially free or low cost spaces ○ Review of Space Utilization (i.e. size of groups appropriate to rooms, outdoor spaces including free Parks permits in the summer, better use of concrete areas outside of the CC's) ○ Support for intergenerational spaces and programming – i.e. the creation of community multi-generational hubs ○ Need for Social Spaces, in particular Cafés and a review of healthy eating applications mentioned repeatedly at a number of the consultations 	<p>Engage all stakeholders in regards to the utilization planning with respect to rentals and programming within each service area employing a principles and knowledge-based approach (considering equity, demand, participation, preferences, ability, demographics, socio-economics, etc.).</p>
<ul style="list-style-type: none"> ○ Discussed significant need for space in the summer across the feedback sessions 	<p>Quantify demands and move the appropriate rentals and facility uses from community centres with pent up space demands to facilities with lower utilization within a given planning area, including relocation of City staff utilization (e.g. meetings, training, etc.). In doing so, the City should continue to work to accommodate summer-use requirements for older adults through the use of freed up space at facilities, utilization of facilities with capacity and the use of local and minor community centres.</p>

Older Adult Service Delivery	
Theme	Recommendation
<ul style="list-style-type: none"> ○ Improved communication regarding Older Adult programs and services; where/how to find information ○ Multiple requests across centres for more bus trips 	Align all Older Adult Clubs and providers to the Community Group Registry Policy and revise the policy to provide clarity on program offerings and delivery.
<ul style="list-style-type: none"> ○ Combine Older Adult Memberships under a universal plan – Older Adult groups/providers + Mississauga Seniors Centre + Active Adult Centre 	Ensure the Recreation Division has the organizational structure to support the delivery of current and future older adult committees, programs, activities, processes and services.
<ul style="list-style-type: none"> ○ Two very different and distinct groups with different needs exist within the Older Adult population: the more elderly Older Adults and Younger Older Adults, and this must be recognized (i.e. needs and wants of the 80+ year crowd are very different than those of the 55+ year crowd and a transition strategy should be implemented) ○ Support for increased assistance and communication with the CCOAC (particularly purposeful meetings extended to include all lines of business in the centre, including training for volunteer executives at the same time etc.) 	Educate all staff and volunteer executives serving older adults about legislative and quality assurance methodologies and implement a quality assurance program for City of Mississauga Older Adult recreation services provision.

Older Adult Facility Design and Space Needs in Mississauga

Theme	Recommendation
<ul style="list-style-type: none"> ○ Inconsistent support for shared/integrated spaces within community centres: many individuals back the recommendation as it stands while others request a dedicated Older Adult Centre within their neighbourhood 	<p>In order to optimize recreation facility space, future additions to the supply of spaces supportive of older adult recreation programming and services should come in the form of shared and/or integrated spaces within community centres rather than a stand-alone centre dedicated exclusively to older adults. At centres that are not being redeveloped, catered spaces for Older Adult use will be incorporated as appropriate.</p>
<ul style="list-style-type: none"> ○ Need for flexible spaces to accommodate different sized Older Adult groups and activities was often discussed (ie. not only large rooms but having dividers, small rooms available etc); groups require storage space ○ Support for redevelopment of new centres was discussed (multiple requests for walking tracks) but also heard demands to ensure that existing facilities are maintained 	<p>Update design standards for recreation facility development/redevelopment projects to reflect the needs of older adults through elements such as (but not limited to) comfort, accessibility, and socio-demographic needs.</p>
<ul style="list-style-type: none"> ○ A need for accessibility requirements were echoed across the feedback sessions – need for reliable transit (availability of routes especially on weekends, accessibility to front door – both by transit and accessibly parking); automatic door openers on all doors etc. 	<p>As accessibility will be a fundamental influence in design, a coordinated approach with transportation services including MiWay, handicap parking locations, drop off lanes to offer transit to (or as close as possible to) the front door of community centres should be undertaken at the time when community centres are designed and/or redeveloped.</p>

Appendix F Community Centre Room Usage Data

Major Community Centre Room Usage Throughout the Day, Weekdays September through June

Weekday Early Morning between 6:00am and 9:00am

Service Area	1		2		3	4		5		6		
MAJOR Community Centre	Meadow-vale	Erin Meadows	River-grove	Frank McKechnie	Malton	South Common	Huron Park	Mississauga Valley	Burnham-thorpe	Clarkson	Carmen Corbasson	M.S.C.
Hours Available for Use (All Rooms)	1,900	2,700	2,200	2,200	2,600	4,500	1,900	5,600	2,800	1,300	2,000	3,800
Total Hours Booked	75	10	400	450	1,400	100	600	600	80	50	50	100
Unused Hours	1,825	2,690	1,800	1,750	1,200	4,400	1,300	5,000	2,720	1,250	1,950	3,700
Utilization Rate	4%	0%	18%	20%	54%	2%	32%	11%	3%	4%	3%	3%

Weekday Mid-Morning between 9:00am and 12:30pm

Service Area	1		2		3	4		5		6		
MAJOR Community Centre	Meadow-vale	Erin Meadows	River-grove	Frank McKechnie	Malton	South Common	Huron Park	Mississauga Valley	Burnham-thorpe	Clarkson	Carmen Corbasson	M.S.C.
Hours Available for Use (All Rooms)	2,100	2,800	2,500	2,500	3,000	5,300	3,100	6,500	3,300	1,500	2,300	4,400
Total Hours Booked	1,500	900	1,900	2,300	1,700	2,600	3,100	2,800	1,500	800	900	2,400
Unused Hours	600	1,900	600	200	1,300	2,700	0	3,700	1,800	700	1,400	2,000
Utilization Rate	71%	32%	76%	92%	57%	49%	100%	43%	45%	53%	39%	55%

Weekday Afternoon between 12:30pm and 4:30pm

Service Area	1		2		3	4		5		6		
MAJOR Community Centre	Meadow-vale	Erin Meadows	River-grove	Frank McKechnie	Malton	South Common	Huron Park	Mississauga Valley	Burnham-thorpe	Clarkson	Carmen Corbasson	M.S.C.
Hours Available for Use (All Rooms)	2,100	1,400	2,900	2,900	2,400	6,000	3,400	7,500	3,700	1,700	2,600	5,200
Total Hours Booked	2,100	600	2,300	2,500	2,300	2,400	3,400	3,200	2,000	700	600	3,600
Unused Hours	0	800	600	400	100	3,600	0	4,300	1,700	1,000	2,000	1,600
Utilization Rate	100%	43%	79%	86%	96%	40%	100%	43%	54%	41%	23%	69%

Weekday Early Evening between 4:30pm and 6:30pm

Service Area	1	2	3	4	5	6						
MAJOR Community Centre	Meadow-vale	Erin Meadows	River-grove	Frank McKechnie	Malton	South Common	Huron Park	Mississauga Valley	Burnham-thorpe	Clarkson	Carmen Corbasson	M.S.C.
Hours Available for Use (All Rooms)	1,300	1,800	1,400	1,400	1,700	3,000	1,300	3,700	1,900	900	1,300	2,600
Total Hours Booked	900	500	700	900	800	500	1,000	1,100	600	300	400	100
Unused Hours	400	1,300	700	500	900	2,500	300	2,600	1,300	600	900	2,500
Utilization Rate	69%	28%	50%	64%	47%	17%	77%	30%	32%	33%	31%	4%

Weekday Later Evening between 6:30pm and 10:00pm

Service Area	1	2	3	4	5	6						
MAJOR Community Centre	Meadow-vale	Erin Meadows	River-grove	Frank McKechnie	Malton	South Common	Huron Park	Mississauga Valley	Burnham-thorpe	Clarkson	Carmen Corbasson	M.S.C.
Hours Available for Use (All Rooms)	2,100	3,200	2,500	2,500	3,000	5,300	2,200	6,500	3,300	1,500	2,300	4,400
Total Hours Booked	1,800	1,300	1,400	1,500	1,000	1,600	1,600	2,200	2,200	1,000	1,000	1,100
Unused Hours	300	1,900	1,100	1,000	2,000	3,700	600	4,300	1,100	500	1,300	3,300
Utilization Rate	86%	41%	56%	60%	33%	30%	73%	34%	67%	67%	43%	25%

Total UNUSED HOURS by Service Area	11,715	8,650	5,500	19,100	28,520	11,600
---	---------------	--------------	--------------	---------------	---------------	---------------

TOTAL NUMBER OF UNUSED WEEKDAY HOURS AT MAJOR COMMUNITY CENTRES CITY-WIDE 85,800

Note: available and booked hours have been rounded to the nearest 100

Minor Community Centre Room Usage Throughout the Day, Weekdays September through June

Weekday Early Morning between 6:00am and 9:00am

Service Area	1	2	3	4	5	6	Totals
Hours Available for Use (All Rooms)	4,100	2,300	1,300	1,300	4,300	10,600	23,900
Total Hours Booked	33	34	48	10	70	800	995
Unused Hours	4,067	2,266	1,252	1,290	4,230	9,800	22,905
Utilization Rate	1%	1%	4%	1%	2%	8%	4%

Weekday Mid-Morning between 9:00am and 12:00pm

Service Area	1	2	3	4	5	6	Totals
Hours Available for Use (All Rooms)	4,300	2,300	1,500	1,500	5,000	4,300	18,900
Total Hours Booked	900	800	200	300	300	260	2,760
Unused Hours	3,400	1,500	1,300	1,200	4,700	4,040	16,140
Utilization Rate	21%	35%	13%	20%	6%	6%	15%

Weekday Afternoon between 12:30pm and 4:30pm

Service Area	1	2	3	4	5	6	Totals
Hours Available for Use (All Rooms)	4,100	2,900	1,700	1,700	5,700	4,900	21,000
Total Hours Booked	1,200	900	200	100	800	200	3,400
Unused Hours	2,900	2,000	1,500	1,600	4,900	4,700	17,600
Utilization Rate	29%	31%	12%	6%	14%	4%	16%

Weekday Early Evening between 4:30pm and 6:30pm

Service Area	1	2	3	4	5	6	Totals
Hours Available for Use (All Rooms)	2,700	1,500	900	900	2,900	2,400	11,300
Total Hours Booked	500	500	100	70	300	200	1,670
Unused Hours	2,200	1,000	800	830	2,600	2,200	9,630
Utilization Rate	19%	33%	11%	8%	10%	8%	15%

Weekday Later Evening between 6:30pm and 10:00pm

Service Area	1	2	3	4	5	6	Totals
Hours Available for Use (All Rooms)	4,800	2,700	1,500	1,500	5,000	4,300	19,800
Total Hours Booked	2,200	1,300	300	300	1,500	1,700	7,300
Unused Hours	2,600	1,400	1,200	1,200	3,500	2,600	12,500
Utilization Rate	46%	48%	20%	20%	30%	40%	37%

**TOTAL NUMBER OF UNUSED WEEKDAY HOURS
AT MINOR COMMUNITY CENTRES CITY-WIDE 78,800 hours**

Note: available and booked hours have been rounded to the nearest 100

Service Area 1 Minor Community Centres: Churchill Meadows Activity Centre, Meadowvale 4 Rinks, Streetsville Kinsmen Hall

Service Area 2 Minor Community Centres: Courtnepark, Meadowvale Village Hall

Service Area 3 Minor Community Centres: Malton Hall, Paul Coffey Arena

Service Area 4 Minor Community Centres: Erin Mills Twin Arena

Service Area 5 Minor Community Centres: Iceland Mississauga, Mississauga SportZone, Tomken Twin Arena

Service Area 6 Minor Community Centres: Clarke Hall, Lorne Park Hall, Port Credit Memorial Arena



MISSISSAUGA