

2014 - 2019

AGE FRIENDLY HAMILTON COMMUNITY PROGRESS REPORT





THE CITY OF HAMILTON VISION

To be the best place to raise a child
and age successfully

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MESSAGE FROM THE MAYOR

Hamilton's seniors' population is rapidly growing and is expected to double over the next two decades.

With this in mind, in 2013 the City of Hamilton partnered with the Hamilton Council on Aging (HCoA) and Seniors Advisory Committee of Council (SAC) to identify and address the needs and priorities of this growing part of our population.

In 2014, Hamilton City Council approved Hamilton's Plan for an Age-Friendly City. The Plan identifies and addresses the needs and priorities of older adults, such as creating barrier free spaces, access to transportation, housing opportunities, safer neighbourhoods, available communication, and recreational opportunities.

The strength of Hamilton's Age Friendly Plan lies in its collaborations. It was developed and will now be implemented through community collaboration, and the City's partnership with the Hamilton Council on Aging and the Seniors Advisory Committee.

It continues to guide municipal decision-makers, staff and community stakeholders in addressing the needs and priorities for older adults in Hamilton.

In 2016, together with Council, we sent an important message about the value we place on the contributions of our seniors' community. When Council approved the new 10-year Strategic Plan for the City of Hamilton it included a revised Vision for our city. "To be the best place to raise a child and age successfully".

Moving forward, we need to be able to show the community that we are doing the right work to meet the Plan's priorities. I'm proud to present the important progress being made by the Age Friendly Plan. An age friendly city benefits us all. Together with our partners, we can continue to create an age-friendly city where we all can reach and celebrate every milestone of life in this great city.

Yours Sincerely,

Fred Eisenberger
Mayor

EXECUTIVE SUMMARY

In 2012, Hamilton City Council identified the development of an age friendly initiative as a strategic priority in the City's 2012-2015 Strategic Plan. In 2013, the City of Hamilton partnered with the Hamilton Council on Aging and Seniors Advisory Committee to begin the development of Hamilton's Plan for an Age Friendly City (Age Friendly Hamilton).

The planning process included background research and planning; community engagement and consultation; and analysis and plan development. Over 700 older adults and community stakeholders contributed to the development of the plan, including older adults with diverse circumstances and backgrounds. City staff was also consulted at various stages of the planning process.

Age Friendly Hamilton was also informed by The World Health Organization's Global Network of Age Friendly Cities and Communities. The plan outlines a vision and identifies principles for policy development and service delivery.

THE VISION

All residents of Hamilton are respected and included in community life regardless of age, ethnicity, race, gender, ability and background; policy and planning engages residents, reflects diversity, and fosters social connectivity and the opportunity for active living and to age in place. Social connectivity links people to each other, place and services thus advancing health and well-being, while increasing the City's social capital.



THE PRINCIPLES

1. Creating supportive and enabling environments
2. Optimizing opportunities for health, participation, security and life-long learning
3. Equity, inclusion and respect
4. An informed community that practices accountability and transparency
5. Neighbourhood capacity building
6. Effective public service, delivered with integrity
7. Community engagement



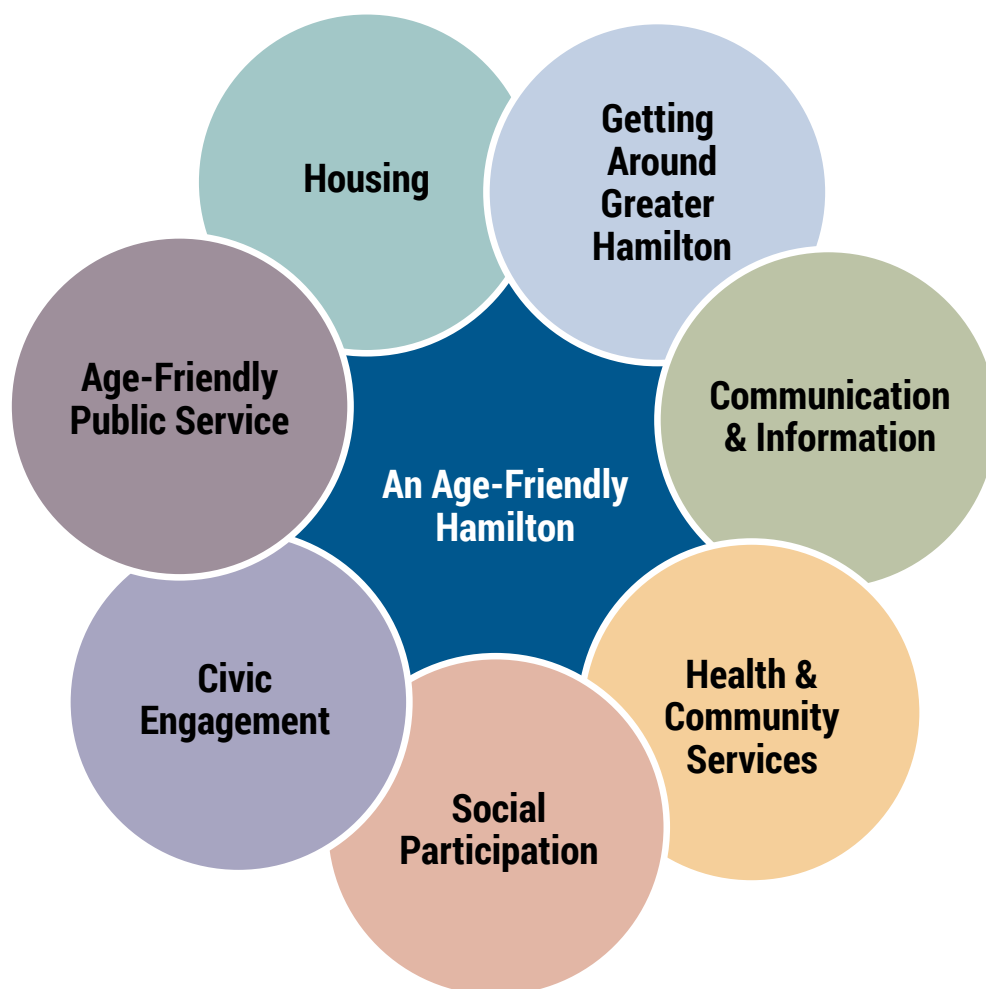
Age Friendly Hamilton was endorsed by Hamilton City Council in September 2014, and in March 2015, The World Health Organization's Global Network of Age Friendly Cities and Communities certified Hamilton as a member of the global network. Creating a more age friendly Hamilton is a shared responsibility involving all three levels of government, the private sector, non-profit sector and the community. Age Friendly Hamilton is a guide for community stakeholders and municipal decision-makers for planning and serving the needs of older adults.

IMPLEMENTATION OF AGE FRIENDLY HAMILTON

In 2015, the Age Friendly Collaborative Governance Committee (CGC) was established to provide guidance, decision-making, and to champion the implementation of Age Friendly Hamilton. The CGC is comprised of City of Hamilton staff and members from the Hamilton Council on Aging and Seniors Advisory Committee. Under the umbrella of the CGC, goal champions work horizontally with internal and external service-delivery providers to identify issues and trends and collaborate on solutions.

The five year implementation plan (2014-2019) focuses on improving Hamilton's age friendliness across seven goals, 25 objectives and 101 actions.

Age Friendly Hamilton Goals



AGE FRIENDLY HAMILTON PROGRESS



2014-2019 KEY ACHIEVEMENTS

GOAL 1 HOUSING

Everyone should have a place to live. People are supported in ways that make sense for their unique circumstances with a full range of housing options in their neighbourhoods.

A Guide, Housing Options for Older Adults in Hamilton:

- In 2016, the Seniors Advisory Committee developed this guide, and 1,000 copies were distributed to older adults, community agencies and family physicians.

A Guide to Finding Housing in Hamilton for People with Disabilities:

- In 2017, the Advisory Committee for Persons with Disabilities developed this guide for persons with disabilities and those who support persons with disabilities.

Adaptations in the Home:

- Funded by the City of Hamilton's Public Health Services and a partnership of the Seniors Advisory Committee, City of Hamilton, Hamilton Council on Aging and McMaster University, three brochures were developed in 2017-2018 to provide information and tips about home adaptations:
 1. Adaptations in Rental Buildings - For Tenants
 2. Adaptations in Rental Buildings - For Property Managers
 3. "There's No Place Like Home" - For Home Owners

New Building Selection Form:

- In January 2019, a new social housing building selection form was released and includes information on senior specific units. The new form will help Access to Housing applicants who have comprehensive needs search for appropriate housing.

For more information:

Call: 905-546-2424, ext. 3708

Email: ath@hamilton.ca



Intergenerational Co-Housing Program:

- McMaster University launched this program in September 2017. The goal is to connect graduate students with older adults in the McMaster community for a mutually beneficial housing relationship.

For more information:

Call: 647-648-4421

Email: symbiosiscohousing@gmail.com

National Housing Strategy:

- The City's Housing Services Division advocated to the federal government for a 10 year National Housing Strategy with "age" being identified as a key equity.

For more information:

Visit: www.placetocallhome.ca

By-Name Priority List (BNPL):

- Implemented in November 2017, the BNPL is a centralized list of all persons experiencing homelessness at any given time within the homeless-serving system. A common assessment tool is used to identify the level of support needed to stabilize their housing situation. In 2018, there were a total of 720 older adults 55+ on the BNPL with 219 provided with housing.

Housing and Homelessness Action Plan:

- The City's Housing Services Division is conducting a 5-year review of the plan that will be submitted to the provincial government in June 2019. Seniors have been identified as a high-risk population.

System Navigators and Social Housing:

- Some social housing providers, such as CityHousing Hamilton Corporation, have developed hubs in its larger buildings with partner agencies that provide services in-house including health care, pain management, preventative programs, fitness programs, and affordable food programs.

New Housing Support Worker:

- In 2018, the City's Housing Services Division established a new position to work with individuals on the waitlist for social housing by assisting them in completing their housing applications and connecting them to community resources.

Housing First Program:

- The Housing First Program is for those experiencing chronic homelessness, and is administered by four community agencies, including Wesley Urban Ministries, Good Shepherd, YMCA and Homeward Bound. Since 2015, 189 older adults 55+ have been supported and housed through the Housing First Program.



Wesley Urban Ministries

GOAL 2 GETTING AROUND GREATER HAMILTON

The City's transportation systems, urban design and physical infra-structure enable people to participate in community life as they choose, as well as age in their community.

2018 Transportation Master Plan (TMP):

- The TMP identifies “Age Friendly” and “Accessibility” as key priorities. For the development of the plan, outreach and consultation was broad and included older adults.

For more information:

Visit: www.hamilton.ca/tmp

Grocery Shopping in Rural Areas:

- In 2018, Flamborough Connects and both Ancaster and Glanbrook Community Services received one year funding of \$14,000 from the Hamilton Community Foundation to provide transportation services for grocery shopping for those 55+ who can no longer drive and have no access to transportation in the rural areas.

For eligibility contact:

Flamborough Connects: 905-689-7880

Ancaster Community Services: 905-648-6675

Glanbrook Community Services: 905-692-3464

Hamilton Street Railway (HSR) Passes:

- HSR passes can now be purchased at all Fortinos and Shoppers Drug Mart locations throughout Hamilton.

For more information:

Visit: www.hamilton.ca/hsr

Hamilton Street Railway (HSR) Telephone Line:

- The HSR telephone line is now operated by the City of Hamilton Customer Contact Centre, where callers can identify their language preference then be connected to the appropriate interpreter.

For more information:

Call: 905-546-CITY (2489)



“Let’s Get Moving” Project:

- The Hamilton Council on Aging in partnership with the City of Hamilton is leading this two year project (2017-2019) with the goal of inspiring older adults to become engaged in active forms of transportation. This project is funded by the Ontario Sport and Recreation fund , and is comprised of three types of workshops: “Let’s Take the Bus”, “Let’s Ride a Bike” and “Let’s Take a Walk”.

“Let’s Get Moving” Trails Guide:

- In 2018, as part of the “Let’s Get Moving” project the Hamilton Council on Aging developed this useful guide. Eighteen trails were assessed for level of difficulty, accessibility, usage and points of interest. Maps are also available with bus stops and SoBi bike stations.

Disabled and Aged Regional Transportation System (DARTS):

- Since 2016, DARTS has increased their fleet of vehicles and transitioned from buses to accessible and non-accessible vans to improve customer service. The total fleet now consists of 21 Accessible Promasters, 24 Accessible MV1’s, eight Accessible Toyota Sienna Vans, seven Accessible Buses and 30 Dodge Caravans.

For more information:

Eligibility and registration call: 905-529-1212

Existing clients and bookings call: 905-529-1717

Visit: www.dartstransit.com/webbooking



Seniors and Pedestrian Safety

Pedestrian Crossovers and Signalized Intersections:

- Since 2017, 37 new pedestrian crossovers were installed and 95 traffic signal installations have Pedestrian Count Down timers. Effective 2018, all new traffic signals and any rebuilt traffic signals will have Count Down Timers.

For more information:

Visit: www.hamilton.ca/pedestriancrossovers

Seniors and Pedestrian Safety:

- In 2017-2018, 11 workshops were offered to 208 older adults, including workshops offered in Cantonese, Mandarin, Punjabi and Spanish. The goal of these workshops was to increase the safety of older adult pedestrians by building capacity around the use of pedestrian crossovers and signalized intersections. This project was funded by the Seniors Community Grant Program, and was a partnership of the Seniors Advisory Committee, McMaster University and the City of Hamilton.

Friendly Streets Hamilton:

- Environment Hamilton, in partnership with Cycle Hamilton, is leading the Friendly Streets Hamilton initiative, with the goal of supporting and engaging community stakeholders in securing safer cycling and walking conditions in urban Hamilton. A Friendly Streets Toolkit was developed.

For more information:

Visit: www.cyclehamont.ca/esources

Cycling Master Plan:

- Since 2014, 67 km of bicycle lanes and 15 km of paved shoulders have been added to the network.

For more information:

Visit: www.hamilton.ca/cycling



SoBi Bikes:

- The bike share network SoBi was launched in 2015, and since then the number of SoBi bike stations increased from 115 to 130 and number of SoBi bikes from 750 to 825. By the end of 2016, there were 717 members age 55+.

For more information:

Visit: www.hamilton.socialbicycles.com

Trails Master Plan:

- The City of Hamilton has developed the Trails Master Plan to guide the development of a connected, comprehensive, accessible and sustainable multiuse trails network throughout the city and to surrounding communities to improve health and wellness for pedestrians, cyclists and trail users.

For more information:

Visit: www.hamilton.ca/trailsmasterplan

Way-finding:

- The City of Hamilton has established and continues to develop a way-finding process through use of visual information using standardized international symbols as much as possible. The goal is to help residents, including older adults, navigate their way through Hamilton with ease.

For more information:

Visit: www.hamilton.ca/wayfinding

GOAL 3 COMMUNICATION AND INFORMATION

Older adults have access to information and systems that are better connected, and are able to influence and design the type of information systems they need; customer service and way-finding are intentional and responsive to individual needs and capacities.

Community Resources for Older Adults:

- In 2017, this comprehensive guide of community resources for older adults was developed and 1,000 copies were distributed to residents and community agencies.

New City of Hamilton Webpage:

- A new landing page on the City's website was developed which includes comprehensive information on services and supports for older adults. From January 2016 to December 2018 there were 15,918 page views.

To access:

Visit: www.hamilton.ca/seniors

Translation Services:

- The City of Hamilton offers translation services by phone in 150+ languages by calling **905-546-CITY (2489)**. Citizens will be connected once they identify their language of preference. The Hamilton Public Library also offers access to this over-the-phone service in all library branches.

Equity and Inclusion Policy:

- The purpose of this policy is to embed the value of equity and the principle of inclusion into the way the City of Hamilton does business. The policy outlines how the City will enhance decision-making, policy development, service delivery, and ensure that consideration is given to equity, inclusion, diversity and engagement for all community members.





Digital Literacy for Older Adults:

- There are many new and enhanced opportunities for older adults to learn how to use new information technology devices:
 - The City's Recreation Division offers a wide variety of programs through their seniors centres and clubs, including training on the iPad and iPhone.
Contact: 905-546-2424 ext.8089
 - The YWCA Senior Active Living Centre offers training on the tablet and laptop and a drop-in Technology Lab program.
Contact: 905-546-2424 ext.4750
 - The Hamilton Public Library established a Digital Literacy Programming Working Group for serving older adults. Some programs include Virtual Reality for Seniors and the Tablet Club with teen volunteers. These programs are free and offered in many library branches.
Contact: Rita Bozz at rbozz@hpl.ca.
 - In 2019, Hamilton Association for Residential and Recreational Redevelopment Programs (HARRRP) received funding from New Horizons for a program titled "How to Teach an Old Dog New Tricks." This program will provide laptop training to older adults residing in social housing.
Contact: stpeters.harrpp@gmail.com

Disability Information Services Program (DISP):

- The Hamilton Public Library offers information and referral services for older adults and those with disabilities at both the Central Library and in the Patient Family Learning Centre, Hamilton Health Sciences.

For more information:

Email: Adam VanSickle at avansick@hpl.ca

GOAL 4 HEALTH AND COMMUNITY SERVICES: AGING IN COMMUNITY SAFELY AND SECURELY

Older adults have access to a wide range of supports and services that allow them to remain in their homes and attend to their health and personal needs. Aging in community is eased by good urban design, appropriate housing, and the support of family and community.

Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN):

- The HNHB LHIN is responsible to plan, fund and integrate local health care in Hamilton. Local leaders in health and social services, including the City of Hamilton, are working together to identify and make recommendations to the LHIN around integrating services to improve the health of Hamilton residents. Extensive community engagement was sought by the LHIN to provide input into the 2019-2022 Integrated Health Services Plan, including consultation with the Seniors Advisory Committee.

For more information:

Visit: www.hnhblhin.on.ca

System Navigation:

- Health and social service providers from a variety of agencies support older adults with complex and chronic conditions to navigate a complex system. For example, staff from health centres, social service agencies, CityHousing Hamilton buildings, community and recreation centres, as well as community paramedics and Hamilton Police Seniors Support Officers act as navigators.



Flamborough Senior Isolation Project:

- Funded by New Horizons for one year (2019), Flamborough Connects will facilitate a series of informational/educational workshops that address issues facing older adults residing in rural Flamborough. Other components include coordinated outreach to rural isolated older adults, transportation to workshops, and surveys/discussions to address rural needs.

For more information:

Call: 905-689-7880

Hamilton Social Isolation Impact Plan:

- This three year project (2016-2019) led by the Hamilton Council on Aging has involved seven community organizations working together to reduce social isolation among older adults in Hamilton. Since 2016, 1,283 socially isolated and/or at-risk older adults have been connected to programs and services.

For more information:

Visit: www.socialisolation.ca

Seniors at Risk Community Collaborative (SaRCC):

- Since 2018, a network of 35+ non-profit and government community-based organizations have been working together to address systemic issues and barriers impacting the most isolated, vulnerable older adults in Hamilton.

Elder Abuse:

- Elder Abuse Ontario (EAO) provides training, education and resources on all types of abuse. EAO continues to work with local organizations, such as the Hamilton Council on Aging, to raise awareness and education on elder abuse, including It's Not Right training to community partners in Hamilton. EAO hosts a Seniors Safety Line (SSL) with trained counsellors who provide safety planning and supportive counselling for older adults who are being abused or at-risk of abuse.

For more information:

Call: 1-866-299-1011

Visit: www.elderabuseontario.com

Medical Emergency Information Program:

- Implemented in 2018, this program provides emergency responders with quick access to important medical information using an Emergency Medication Information form. The form is left in a visible location in the home so emergency responders can access.

For more information:

Call: 1-866-299-1011

Visit: www.hamilton.ca/emergencyform

Community Paramedicine Programs:

- The City of Hamilton's Paramedic Service provides four programs that support older adults with chronic health conditions to remain in their own homes, including clinics offered in eight CityHousing Hamilton buildings, home visits, Remote Patient Monitoring and the Social Navigator program. All programs have reduced the number of 911 calls and unnecessary visits to hospital.

Cultural Competency Training:

- Since 2007, the Hamilton Council on Aging has been providing diversity training on an annual basis for 30 professionals working with older adults. This program is funded by the United Way of Halton & Hamilton.



GOAL 5 SOCIAL PARTICIPATION, RECREATION, LEARNING, ARTS & CULTURE

Social engagement opportunities are welcoming and reflect the diverse interests and preferences of older adults in the community, and are available in a variety of formats.

Seniors Kick-off Event:

- In 2018, the Older Adult Network (OAN), including the City of Hamilton and Hamilton Council on Aging, hosted this annual event with over 1,000 attendees and 85 exhibitors.



Seniors Kick-off Event



Bernie Morelli Recreation Centre

New Recreation Centre:

- The City's Recreation Division received \$42,700 from the Grants Ontario Senior Active Living Centres Expansion Program to offer low cost fitness and social programs for older adults at the new Bernie Morelli Recreation Centre. The new centre opened in January 2019 and offers registered and drop in programs to promote active living.

New Seniors Centre:

- In November 2015, the City of Hamilton opened Flamborough Seniors Centre with 440+ current members and 40+ programs.

New Customer Service Model:

- In 2017, a new model for staff training was developed to continue to provide exceptional customer service in all city-funded recreation and seniors centres.

City of Hamilton Programming for Adults 55+:

- A number of new programs have been implemented based on the needs of older adults in the community. On a weekly basis Victoria Park Clubhouse offers programming to a group of Chinese older adults, and Warden Park offers programming to older adults from the South Asian community. Through the It's Your Day 55+ initiative, four recreation centres throughout Hamilton offered free drop-in and registered programs for older adults. This initiative helped to serve older adults residing in those neighbourhoods and helped with overcrowding in the existing seniors centres.

For more information:

Visit: www.hamilton.ca/recreation55

Open Houses at Seniors Centres:

- Open Houses for the general public take place at many of the City of Hamilton seniors centres and clubs on an annual basis. The City's Recreation Division oversees three seniors centres and eight clubs.

New 55+ Program Guide:

- In 2015, the City's Recreation Division launched a bi-annual 55+ programming guide geared specifically towards older adults. The images used in this guide reflect the community's diverse aging population. This approach has been applied to other marketing materials for recreation programs, to ensure that all marketing materials reflect Hamilton's diverse older adult population.



Intergenerational Programming:

- The City's Recreation Division has created opportunities for intergenerational interaction and activities in recreational facilities. Sackville Seniors Centre offered an intergenerational minor league program during the summer of 2018. For the past four years, Ancaster Senior Achievement has hosted an intergenerational lunch with Santa program with close to 50 attendees in 2018. The Cyber Seniors project brought together older adults and youth with the goal of collaborating to create and share video stories. This project was an initiative of Age Friendly Hamilton and the City of Hamilton's Xperience Annex.

GOAL 6 CIVIC ENGAGEMENT, VOLUNTEERISM AND EMPLOYMENT

Hamilton's vibrant civic life includes meaningful roles for older people as leaders, influencers, employees and volunteers.



Senior of the Year Awards

2018 Hamilton Senior of the Year Awards:

- The City of Hamilton celebrated the 23rd annual event hosting close to 600 guests to celebrate the volunteer achievements of 39 nominees. This event honours those citizens over the age of 65 who have voluntarily contributed to the Hamilton community in various areas.

For more information:

Visit: www.hamilton.ca/seniorsawards

New Flamborough Senior Volunteer Award:

- Flamborough Connects, in partnership with Flamborough non-profits, service clubs and organizations, initiated an annual Flamborough Senior Volunteer Award in 2018. This award recognizes significant volunteer contributions from older adults 55+ to the rural community of Flamborough. In 2018, 90 guests honoured 14 nominees at the Annual Flamborough Volunteer Appreciation event.



Seniors Volunteer Fair

Volunteer Fairs for Older Adults:

- In January 2019, the Hamilton Council on Aging hosted a Seniors Volunteer Fair at City Hall with 50 agencies and close to 400 older adult attendees. In 2018, Flamborough Connects hosted a Seniors Volunteer Fair in Waterdown with 20 Flamborough agencies and 50 older adult attendees. The purpose of both events was to increase volunteerism and develop volunteer capacity of older adults.

Older Adult Peer Leadership Project:

- In 2018, Flamborough Connects, in partnership with Specialized Training Exercise and Participation Services (STEPS), developed and facilitated this project. The purpose was to provide free fitness training for older adults residing in Flamborough. Sixteen rural older adult volunteers were trained and certified to deliver STEPS to Fitness for older adults. Activities took place in six rural locations with 96 older adult participants. Programs continue to run in all six locations.

For more information:

Call: 905-689-7880

Older Adult Peer Connectors:

- The Older Adult Peer Connectors was a two-year (2015-2017) initiative of the Hamilton Council on Aging, Information Hamilton and the Hamilton Public Library, and funded by the Ontario Trillium Foundation. This project was aimed at addressing barriers to accessing information by training older adult volunteers to provide information and referrals for community programs and services to their peers. Tools and resources developed led to the development of the guide, *Community Resources for Older Adults*. 180 individuals attended training, including 60 project volunteers, 90 older adult volunteers working in partnership with other community organizations, and 30 professionals working with older adults in greater Hamilton.

Portraits of Aging Project

- In March 2018, the Hamilton Council on Aging launched this senior-led photography and story-telling project in an effort to lesson stereotypes around ageism by sharing stories, lessons learned, and wisdom from 18 local older adults.





GOAL 7 AGE FRIENDLY PUBLIC SERVICE

Leaders in all City of Hamilton departments will champion age friendly strategies in their scope of authority and practice and in partnership with the community.

Ontario Age Friendly Recognition Award:

- In March 2018, the City of Hamilton, in partnership with the Hamilton Council on Aging, was honoured with this prestigious award for their leadership in creating a welcoming community that enables older adults to live independent, active and healthy lives.

Age Friendly Symposium:

- In March 2018, the City of Hamilton and Hamilton Council on Aging hosted their 3rd Annual Symposium to showcase age friendly progress. Over 150 older adults attended this event.

Communications:

- Hamilton's Age Friendly Plan, the Age Friendly Communities approach and information on services for older adults is communicated to City staff through various means, including the City of Hamilton intranet site (eNet), an internal newsletter and through inter-departmental communication and collaboration.

World Health Organization (WHO):

- In March 2015, the City of Hamilton was certified as a member of the WHO's Network of Age Friendly Cities and Communities.

Evaluation and Implementation:

- The Hamilton Council on Aging, in partnership with the City of Hamilton, McMaster University and Social Planning and Research Council, received two-year (2015-2017) funding from the Ontario Seniors Secretariat to develop an evaluation framework to monitor implementation of Hamilton's Age Friendly Plan. This framework has been shared with other Age Friendly communities across Ontario.

2019 PRIORITIES

The City of Hamilton, Hamilton Council on Aging and Seniors Advisory Committee will continue to work with community partners to make Hamilton an Age Friendly City. Priorities for this year include:

- Evaluate the 2014-2019 Age Friendly Hamilton implementation plan to identify current gaps, trends, emerging issues, best practices and lessons learned.
- Through extensive community consultation, identify the current needs and priorities of older adults to help inform and develop the 2020-2025 Age Friendly Hamilton Plan. This will include multiple methods, including a large forum for older adults, discussion and focus groups, a survey, and findings from two reports: *Aging in Hamilton: A Summary Report on the Age-Friendliness of Hamilton Using the CLSA Data (2019)*; and *A Statistical Profile of Older Adults in Hamilton (2019)*.
- Develop an engagement strategy that targets Indigenous residents, vulnerable older adults, those from various ethno-cultural groups and rural communities to ensure that the 2020-2025 Age Friendly Hamilton Plan reflects the diverse needs and priorities of older adults in Hamilton.



RESOURCES

To access many of the resources indicated in this report visit: www.hamilton.ca/seniors

CONTACT INFORMATION

For more information about Age Friendly Hamilton contact:

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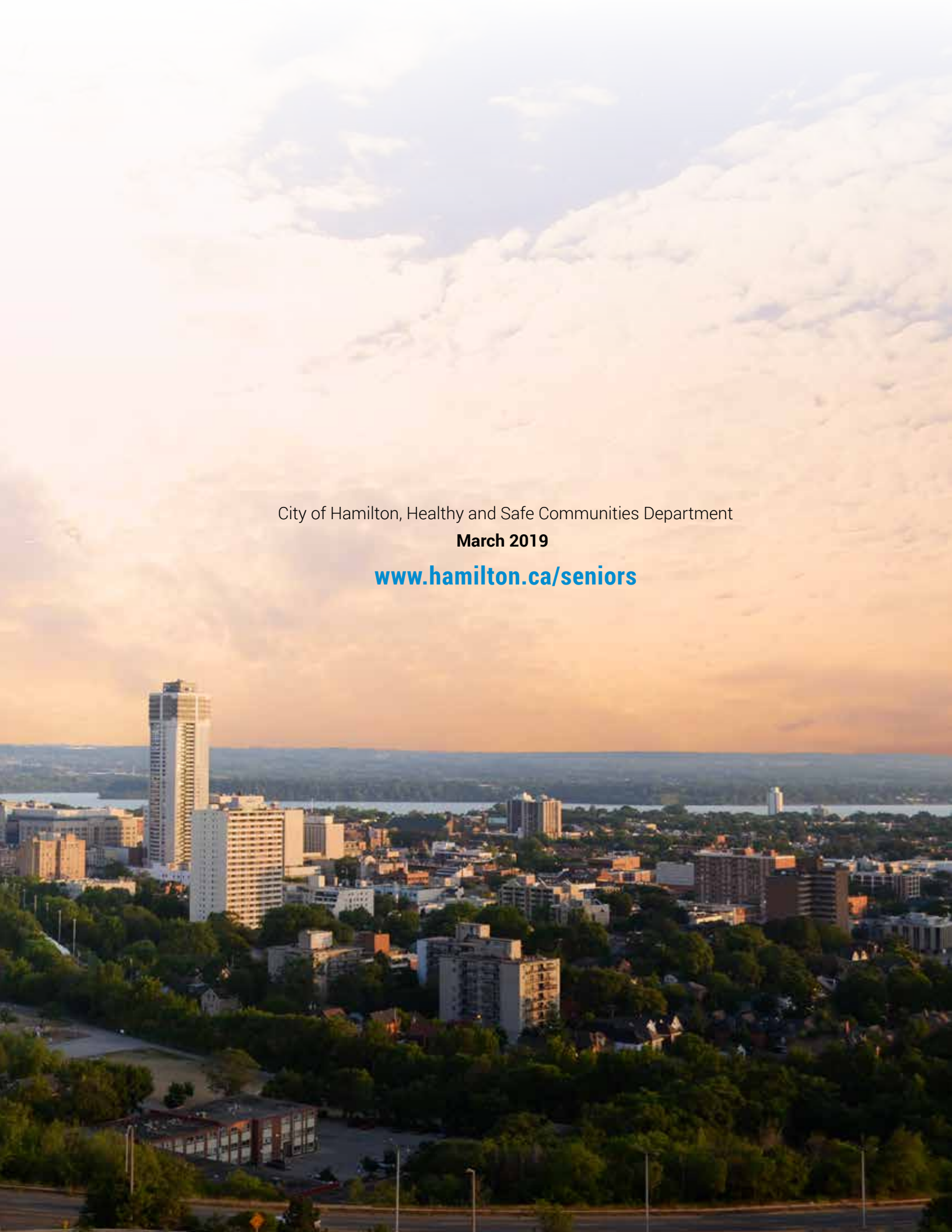
www.hamilton.ca/agefriendly

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City of Hamilton, Healthy and Safe Communities Department

March 2019

www.hamilton.ca/seniors



Hamilton

HCoA

**Hamilton Council
on Aging**