



CHESTERMERE

Council Task Force on Seniors
Final Report
January 2020

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1.0 Introduction

The City of Chestermere’s Strategic Plan for 2018-2022 set seniors housing as a priority, and as a result, a Seniors Housing Needs Assessment was conducted in the Fall of 2018. The Mayor’s Round Table on Seniors Housing was hosted on Monday, October 29, 2018 which provided residents an opportunity to review the Needs Assessment information and engage in conversation stations. Upon review of this information Mayor Chalmers established the Council Task Force on Seniors Housing in December 2018.

The goal of the Task Force was to determine seniors’ housing requirements and to identify additional needs of seniors as they age. For this work to be accomplished the Task Force needed to know what services were already in place, as well as supports that are presently unavailable, or those that are not entirely meeting the needs of seniors. As a result, the Task Force was amended to be the *Council Task Force on Seniors* to allow for a broader focus and Policy 841, Council Task Force on Seniors Terms of Reference was established.

The first meeting of the Task Force occurred in January 2019 with the appointment of Co-Chairs Sherri Standish and Councillor Cathy Burness. The Task Force is composed of a broad range of individuals who bring expertise and passion to the project while representing various segments of our Community.

Council Task Force on Seniors Membership

City of Chestermere Council
Councillor Cathy Burness - Co Chair
Councillor Mel Foat
Councillor Michelle Young

Residents
John Beal
Judy Shenner
Shannon Dean

Action Group on Aging
Betty Illingworth
Sherri Standish – Co Chair

Seniors Care Providers
Dr. Bhavini Gohel

Development Industry
Arup Datta
Brady Morrice
Clark Piechotta
Steve Grande

Seniors Coalition of Chestermere
Al Kersch
Clare Elsbett

Primary Care Network
Leslie Racz
Kim Gordon-Krushell

Chestermere Whitecappers Association
Michael Ball
Val Gertzen

Chestermere Administration Support Staff
Sara Alinaghi Pour, Planner, Community Growth & Infrastructure
Marla Polachek, Community Support Administrator, Community & People

Sub-Committees

During the course of the first meetings it was determined that the best way to proceed forward would involve the development of sub-committees who would have specific focus and who would provide reports back for each of their areas. The Task Force was divided into 3 (three) sub-committees:

1. Housing
2. Health
3. Supports & Services

Throughout the course of the past year, the members of these sub-committees have worked tirelessly to prepare comprehensive reports. The reports have been summarized for ease of sharing the findings following accumulation and interpretation of copious amounts of research and data (see Appendices for comprehensive lists.)

The work of the Task Force resulted in 6 (six) recommendations with 32 (thirty-two) supporting strategies for consideration with some of those strategies already being implemented within the community. The following sub-reports will explore these recommendations and provide expanded detail.

2.0 Housing Sub-Committee

Introduction from John Beal, Housing Sub-Committee Chairperson

First, I would like to thank everyone that was a part of our Housing Sub-Committee. Thank you for your time and commitment to achieving our goal.

To the Mayor and City Council Members what we tried to achieve is what we collectively think are strategies to help you meet the housing requirements or housing needs of the people of Chestermere when they reach an age that they may need alternative housing arrangements.

In coming to our final report, we took into account many things:

- We looked at what is a senior, as it applies to housing, is it 60, 65, 70, or 80 plus.
- What does aging in place mean? Does it mean staying in your home, staying in your community or staying in your City? Most likely it is some or all of the above.
- What are some of the different types of housing? Villa style for downsizing, Independent living (apartment style), Assisted Living, Long Term Care and Subsidized housing.

And, we also tried to figure out what is involved for aging seniors to make the move or decision to move. Most would like to stay in their own home. Some are more proactive than others in making future housing decisions.

Other things we looked at are who is going to build the different housing types and what time frame would they get built. We talked to and heard from builders of seniors housing and foundations that build seniors housing. We also spoke to the developers of Dawson's Landing and Tri Star Communities (Belvedere).



Our Committee also took into consideration The Seniors' Housing Needs Assessment, Executive Summary of November 15, 2018 as well as general statistics (including Statistics Canada).

The Housing Sub-Committee then thought that the best way we could help the City of Chestermere Council meet the seniors' housing needs and meet our goals is to provide them with soft facts, not hard facts, as the hard facts have already been done. The builders and developers know them better than we do.

Our report was done by looking at Chestermere's Strengths, Weaknesses, Obstacles and Barriers – a S.W.O.B Analysis.

Thank you.

Housing Sub-Committee Final Report to City Council

A. Council Task Force on Seniors - Policy 841:

The objectives of the Council Task force on Seniors include:

1. Identify the number of seniors' housing units needed in Chestermere throughout the housing and maturity spectrum, from early "empty nesters" to those requiring long term care. This may include Independent Living; Supportive Living; Assisted Living, Long Term Care.
2. Support, advocate for and initiate planning with other stakeholders for a variety of housing developments for seniors.
5. Regularly update and inform Council on progress toward the development of seniors' housing.
6. When relevant, meet with staff within federal and provincial governments and any other significant agencies to determine options available to support development of seniors' housing.
7. Advise Council on the need for advocacy to levels of government regarding funding and other supports for building a seniors' housing facility or facilities in Chestermere.

In regards to Objectives 1, 2 and 6 the Housing Sub-Committee is not able meet these Objectives because they are clearly up to Housing Developers and Retirement / Seniors' Facility Owners / Operators and Alberta Health Services (when required).

B. The Housing Sub-Committee (HSC) developed / identified three goals:

1. Identify housing types and timelines for creating seniors' housing in Chestermere.

The Housing Sub-Committee has been able to identify an extensive list of independent seniors' housing types and information regarding options for Supportive / Assisted Living, Long Term Care facilities, Palliative Care and Dementia Living.



The timelines for independent and other seniors' housing needs to be developed are clearly up to Housing Developers and Retirement / Seniors' Facility Owners / Operators and Alberta Health Services (when required).

2. Review current material and develop a strategy on seniors' housing options, currently and into the future. (Chestermere seniors have appropriate options to meet their independent housing needs) - See Section C.
 3. Have a housing plan of action to present to the Task Force by September 30, 2019. This may include types of housing and levels of care.
- C. The efforts of the Housing Sub-Committee have resulted in the following **RECOMMENDATION TO THE CITY OF CHESTERMERE:**

Recommendation #1 - THE CITY OF CHESTERMERE WILL ENSURE SENIORS ARE ABLE TO AGE IN PLACE AND HAVE A SAFE PLACE TO LIVE IN CHESTERMERE.

And, based on our overall analysis, we recommend the following strategies:

1. The City of Chestermere should develop promotional information that identifies why the City of Chestermere is an **AMAZING** place to live as it relates to **attracting and retaining seniors and attracting seniors' housing developers.**
2. The City of Chestermere should continue to push for and develop a partnership with Alberta Health Services in order to have better and have more age related health / medical services for seniors **in order to retain seniors in Chestermere.**
3. The City of Chestermere should work towards meeting the needs of housing developers / facility owners, which would allow **them in turn to meet the current and future seniors' housing gaps in Chestermere,** thereby supporting the City Community Growth and Infrastructure Department to be open to Bylaw changes in order to allow for alternate forms of housing / facilities.
4. The City of Chestermere should procure a recreational / community site which would include seniors' housing as a part of it.
5. The City of Chestermere should actively continue to communicate with / engage / encourage developers to develop seniors' housing and age related amenities.
6. The City of Chestermere should promote / encourage residents to plan for seniors' needs in the future e.g. put money aside now (from donations, endowments, etc.). NOTE: the Chestermere Regional Community Development Foundation already exists and the community needs to be reminded about that.



In closing, we recommend the City of Chestermere share the Task Force and Sub-Committees Reports with Chestermere residents. Collectively, we hope our Reports are thoroughly assessed and where possible, key initiatives are ACTED UPON, progress is reviewed, outcomes are monitored and then feedback is provided on the recommendations / strategies identified above.

Respectfully submitted
On behalf of the Housing Sub-Committee

See Appendix 1 for Housing Sub-Committee Members

See Appendix 2 for Housing Sub-Committee Information Gathered to Date as Resource Documents/Information

See Appendix 3 for SWOB (Strengths, Weaknesses, Obstacles and Barriers) Analysis

3.0 Health Sub-Committee

Introduction from Leslie Racz, Health Sub-Committee Co-Chairperson

We would like to thank everyone for their contributions to our Health Sub-Committee. Thank you for your time and commitment to achieving our goal. And, thank you to our many partners: the Housing Sub-Committee, the Supports and Services Sub-Committee, Task Force Members, other Chestermere Community Senior Groups and the City of Chestermere staff.

Also thank you to Alberta Health Services (AHS) and Calgary Rural Primary Care Network (CRPCN) who provided information and enlightened us about process and this comprehensive path of seniors' health needs.

Overview:

This report will determine the senior health services that are required to assist seniors to age in Chestermere. For the purposes of this report we propose "aging in place" means having the health services you need to live safely and independently in your home and/or within your community.

Our Deliverables for this Project:

- Provide an inventory of services required to support the aging of seniors in place.
- Develop a recommendation report for City Council based on the gaps found.

We collected data from CRPCN, AHS Needs Assessment Report January 2019 (continue to wait for public copy), City of Chestermere Community Social Profile and several sources listed in our Table of Resources.

We would like to thank Council and Task Force for not only the opportunity to provide input on health needs of seniors in Chestermere, but also recognizing the need for expanding the scope of this Task Force to include senior's health needs and supports and services.



Health Sub-Committee Final Report to City Council

Council Task Force on Seniors - Policy 841:

Provided the definition of “Aging in Place” as defined by the Government of Canada and provided us with clear objectives.

Important Definitions:

The Ministry of Health – “Sets policy and direction to achieve a sustainable and accountable health system to promote and protect the health of Albertans.”

Alberta Health Services is “Responsible for delivering health services ... Programs and services are offered at over 850 facilities throughout the province, including hospitals, clinics, continuing care facilities, cancer centres, mental health facilities and community health sites The province also has an extensive network of community-based services designed to assist Albertans maintain and/or improve health status.”

Calgary Rural Primary Care Network – “We are a not-for-profit organization and joint venture with Alberta Health Services (AHS), and our goal is to promote primary health care services in rural Alberta through working with our partners and community stakeholders.”

The Ministry of Seniors and Housing – “Provides quality and affordable housing and ensures seniors have the resources and care they need.”

Seniors are **internationally** recognized as 65 and older. Based on Census 2018, 6.8% of Chestermere falls into this age category. When we forecast 10-15 years ahead we consider the age category 50 years and older and we recognize this at 26.1% senior population, more than ¼ of the residents of Chestermere.

LGA: Local Geographical Area, a term AHS uses to determine area that health services are provided.

The Health Sub-Committee from February to December 2019:

Developed our scope: To determine the health services required by seniors in order to age in place in Chestermere.

Identified four specific milestones:

- Identify the current health resources for seniors in Chestermere. This will include information on what is provided publically (Government) and privately funded.
- When possible review the 2019 Alberta Health Services Needs Assessment as it relates to the City of Chestermere.
- Review the health needs / wants from residents of Chestermere and the Chestermere medical community, etc. Continue to partner with Alberta Health Services in order to maintain and enhance the health services within Chestermere.



- Determine the gaps with seniors' health related services in Chestermere.

Gaps could be missing or current health services.
Gaps could be enhancements to current services.

Dr Gohel's Report (**See Appendix 4**) speaks to the medical needs from within our community and is included here. She is a physician specializing in Geriatrics and works for AHS. She assisted with direction, participated as Co-Chair for the Health Sub-Committee and with this written report. We thank her for her dedication and support to this Task Force.

Recommendation #2 - THE CITY OF CHESTERMERE WILL ADVOCATE AND ENSURE HEALTH RELATED SERVICES WILL BE IN PLACE IN ORDER THAT SENIORS CAN AGE IN PLACE IN THEIR OWN HOME (HOME SUPPORT)

Recommendation #3 - THE CITY OF CHESTERMERE WILL ADVOCATE AND ENSURE HEALTH RELATED SERVICES WILL BE IN PLACE IN ORDER THAT SENIORS CAN AGE IN PLACE IN THEIR COMMUNITY (COMMUNITY SUPPORTS).

Strategies:

MEDICAL Supports:

The City of Chestermere:

- Will continue to advocate for and enhance their partnership with Alberta Health Services in order to meet the current needs of care services in the City of Chestermere increasing Home Care and Palliative Care Support, (currently our 3 Home Care Nurses are carrying double their caseloads), Mobile Lab, Mobile Radiology, Mobile Physiotherapy and Occupational Therapy.
- Will continue to advocate for Seniors by enhancing the City's relationship with Calgary Rural Primary Care Network Services and Alberta Health Services as well as the physicians working for the Community of Chestermere.
- Will continue to advocate for extended EMS Services (24/7) in Chestermere beyond the current 11:00 AM to 11:00 PM.
- Will continue to enhance their partnership, communication and promotion of the current four Medical Clinics (LGA of Chestermere) and the 13 medical professionals in Chestermere.
- Will promote the need for the development of a Seniors' Day Clinic at the Seniors Centre by assisting with support for space and services.



COMMUNITY Supports:

The City of Chestermere:

- Will promote the business opportunity for a private Radiology (X-ray, Ultra Sound and CAT Scan capability) service to be made available to the Chestermere residents within the Community of Chestermere.
- Will support the development and communication network of a Chestermere Seniors' Resource Book thereby helping the seniors of Chestermere to be knowledgeable of health and other support services for seniors in Chestermere.
- Will support Community Support Services (Community and People Department) to:
 - continue to foster a partnership with seniors in order to have seniors more informed and aware of health services in place in Chestermere.
 - continue to enhance the communication with seniors.
 - follow through on their commitment to make Chestermere an Age Friendly Community.
- Will promote the need for a Chestermere Senior resident to be part of:
 - a) Seniors and Continuing Care Provincial Advisory Council (Alberta Health Services) and promote interested Chestermere residents to look at applying for a Board position. AHS Advisory Councils help to connect with Albertans and integrate feedback into the health care delivered. Therefore, it is important for a resident of Chestermere to represent the seniors of Chestermere.
 - b) Health Quality Council of Alberta and promote interested Chestermere residents to look at applying. (The Health Committee interviewed one resident who would be interested in this role).
- Will continue to promote and support:
 - a) Chestermere Coalition for Seniors (CCS) thereby encouraging the seniors of Chestermere to have a credible and collective voice in Chestermere.
 - b) Action Group for Aging in Place (AGAP) housing support group working in our community.

TASK FORCE perspective:

The City of Chestermere:

- Will support recommendations and strategies from our Support and Services Sub-Committee as they relate to seniors aging within our community and support recommendation and strategies from our Housing Sub-Committee as no current seniors' residences exist in Chestermere.



- Will support transportation needs as it relates to seniors' health so that residents can access their health resources within the community and specialty services required outside the community.
- Will continue to guide and facilitate the need for all levels of seniors' housing as it relates to residents' health needs, supporting the growing numbers of our aging population.
- Will continue to advocate for senior's health needs at the table of the Provincial Health Minister, the Municipality of Calgary and the Federal Ministry of Health.
- Will continue to promote the transparency and communication flow for seniors by addressing some of the resident's feedback on how they want to access information.

Again, we would like to thank everyone for their contributions to our Health Sub-Committee.

In summary, we would like to thank the Mayor and Council for this opportunity to contribute and explore the health related services currently here and needed for our senior residents to Age in Place. Outcomes and progress, as well as feedback to the community will be crucial in moving these recommendations forward. This Health Sub-Committee will continue to advocate and ensure the information derived from this work will continue within our community alongside Chestermere senior residents.

Respectfully submitted
On behalf of the Health Sub-Committee

See Appendix 4 for Dr. Gohel's Report.

See Appendix 5 for Health Sub-Committee Members

See Appendix 6 for Health Sub-Committee Information Gathered to Date – Resource Information and Documents

4.0 Supports and Services Sub-Committee Final Report

Introduction from Al Kersch, Supports and Services Sub-Committee Co-Chairperson

Introduction

This project will determine the senior supports and services that are required to assist seniors to age in place. Aging in place means “having the health, social supports and services you need to live safely and independently in your home or your community for as long as you wish and are able”.

Scope

Identify and establish seniors' services that are required to support the aging of seniors in place. There were two areas that will be reviewed: in-home supports and community services. For the purpose of this report, we have engaged the senior public of Chestermere and their needs around communication, transportation and seniors' resources within the home and community.



Deliverables

- Inventory of services required to support the aging of seniors in place.
- Inventory of current senior services provided by Chestermere.

Background

In response to Chestermere's senior residents' concerns regarding aging in place, Mayor Chalmers established a Council Task Force on Seniors in January 2019. The goal of the task force was to determine the needs of seniors to age in place. The Task Force established three sub-committees that would support the Mayor's goal:

- Housing
- Health
- Supports and Services

This report is focused on the outcome of the research performed by the Supports and Services sub -committee. The goals of the sub-committee were to identify senior services that are required to support the aging of seniors in place.

The information source for the research was:

- Mayor's Round Table
- Aging and Engaging Event
- Written comments from the Housing Survey 2018

The committee members realized some key skill sets were needed. In April 2019 the team requested that Sharron Matthewman, Seniors and Community Development Facilitator, join the sub-committee; she has brought a good understanding of Aging in Place and other valuable contributions.

The team determined that input from the public was needed to complete our recommendations. Based on this, a public event called Aging and Engaging was recommended by the sub-committee.

Acknowledgements

We would like to thank the following for their advice, supports and assistance for expanding the scope to include supports and services in the community;

- The City of Chestermere - Community Supports Service - for the extended results of the 2018 Seniors Housing survey and allowing the opportunity for Sharron Matthewman to support our committee.
- Action Group for Aging in Place (AGAP)
- Chestermere Seniors Coalition (CSC)
- Chestermere Residents participating in Aging and Engaging Event (54 participants)



Supports and Services Sub-Committee Final Report to City Council

These recommendations are listed below in no particular order.

Recommendation #4 – TO IMPROVE COMMUNICATION TO AND FROM SENIORS IN CHESTERMERE

Strategy # 1: Create a Resource Book.

This resource book will cover many topics such as: Seniors Housing, Supports and Services, Health Services at Home, Health Services in the Community, Professional Services and other Community Resources that assist seniors as they age in place. The resource book will be a single point of reference for organizations and services available to seniors. This book would be updated every 2 years. Chestermere has many supports and services that the residents and agencies indicated that they did know about at the Aging and Engaging event, as well as the Housing Survey they had never known about.

Examples of services that we heard from residents they needed:

- **Handyman for hire** - Help to perform maintenance activities in and round the home.
- **Light Housekeeping** - Assistance in performing housekeeping duties.
- **Meals on Wheels** - Provide affordable meals delivered to the house.

* Chestermere Seniors Coalition has submitted a grant request for funding for this resource book, to Family Community Supports Services (FCSS) via the City's Human Services Advisory Board (HSAB) Grants Committee in August 2019.

Strategy # 2: Provide regular communication focused on the Senior community.

Methods that are deemed user friendly by seniors:

- **The Anchor** - Have a regular column article in the Anchor written by the City regarding senior issues and inform the senior community about up and coming events.
- **Senior Website** - Create a senior website that would provide information about services, events and allow feedback from seniors.
- **Senior Telephone Line** – One point of contact - a **Hotline** for seniors that provides information and links to emergency services, health resources, as well as a resource person from the City of Chestermere, Community Support Services.
- **Senior Representative Connected to City Council** - A senior representative or ombudsman that advocates for seniors and has a connection to council.



Strategy #3: City to Advocate for an Advisory Committee committed to Supports and Services:

The individuals on this committee must represent the overall Senior community of Chestermere and have a working knowledge of the Supports and Services information collected. Representation on this committee should come from members of the Chestermere Coalition for Seniors, City of Chestermere's Community Services, Seniors and Community Development Facilitator, Chestermere Whitecappers Association, Calgary Rural Primary Care Network (CRPCN) Community Development, Action Group for Aging in Place (AGAP), Community Partners, Supports and Service Sub-committee.

Strategy #4: Dedicated City of Chestermere Community Services Seniors Coordinator within the Community

This person, who is currently in the position, would have an office at the Chestermere Whitecappers Association (Seniors Centre) 2-3 days per week as a resource person dedicated to conveying and navigating the needs for seniors in our community. This person would have a cell phone dedicated as the Seniors Hotline. A resource area would be available to all seniors and this would be the point of contact for residents, agencies and associations to access resources.

Strategy #5: Utilize the Chestermere Coalition for Seniors to Connect and Provide a credible Voice for Seniors:

This is a community driven coalition that has been working in Chestermere since 2018 that meets monthly with a membership of 50 and growing. Their focus is to provide a credible Voice for Seniors in Chestermere and keep their Senior Community connected and informed. This Coalition has many community partners as members including Action Group for Aging in Place (AGAP), Chestermere Whitecappers Association, Camp Chestermere, Calgary Rural Primary Care Network (CRPCN). This Coalition will maintain a list of residents and contact information based on the Task Force Aging and Engaging Event.

Strategy #6: Establish communication with Calgary Rural Primary Care Network (CRPCN) /Alberta Health Services (AHS) to ensure wellness needs are met for our seniors

Many seniors have health needs as they age in place. The City will advocate and support the health strategies put forward by the Health Sub-Committee of the Task Force. The City can continue to convey a municipal responsibility and advocate at all government levels and with public and private organizations on behalf of the senior residents of Chestermere. This includes the Office of the Seniors Advocate, Seniors and Housing Minister and the Health Minister. On the a) Senior and Continuing Care Provincial Advisory Council, the City would appoint a community member to represent the seniors and b) Health Quality Council of Alberta. Healthy Aging can prevent, delay and minimize the severity of chronic disease and disabilities later in life. Through



wellness programs and activities, we improve outcomes for personal health and reduce pressure on health care systems.

Recommendation #5 – IMPROVE SENIOR TRANSPORTATION SERVICES TO CONNECT SENIORS BOTH WITHIN AND OUTSIDE OUR COMMUNITY.

Strategy # 1: City to develop and implement bus services that accommodate mobility aids:

- Within the City of Chestermere: Create a bus service with a loop that connects all commercial areas within the city and runs regularly 7 days a week. Seniors discount rate to be offered.
- Outside the City of Chestermere: The City will advocate for linking public transit outside of Chestermere to Calgary public transit, Prince of Peace and Strathmore.

Strategy #2: Expand current Handibus Service based on need to shorten wait times.

Strategy #3: Affordable Alternative Transportation available to seniors in Chestermere and surrounding areas:

This includes taxi service, Uber, volunteer drivers for those that cannot drive. The City could advocate for a senior's discount and attract affordable transportation means.

Examples of several creative ideas from Aging and Engaging Event: Water taxi, Golf carts, ride share, to name a few.

Recommendation #6 – CITY TO PROVIDE A SENIORS' CENTRE THAT MEETS ALL SENIORS' NEEDS.

Strategy # 1: The City to collaborate with the Whitecappers to enhance services and resources.

The seniors centre will be centrally located, culturally diverse and welcoming; a place where all seniors can congregate to fulfill their social, physical, emotional, and intellectual needs.

The City will consider a dedicated a physical space to support a Seniors Centre in Chestermere to meet all needs.

Strategy #2: The City will liaise with PCN/AHS to support a Day Clinic within the Seniors Centre and provide medical services as set out in the Health Recommendations for Supports within the community.

Studies show when seniors are cared for within their Age Friendly Community, their medical needs are met, and social isolation is avoided, they live longer, better quality lives and continue to make worthwhile contributions to the community.

* There were many requests collected during the event Aging and Engaging. The most important issue that came from this event as determined by the sub-committee is the communication of the availability of supports and services already in Chestermere. The measure of importance to



support this statement is understated, but as the discussion took place it became a frequent comment.

In Summary, the Supports and Services Committee would like to thank the Mayor and Council for the opportunity to present and collaborate on this important need for seniors. It will be essential to communicate your actions and progress as you move forward with this data. Communication is a challenge for seniors. We need to connect from many directions to support this particular age group. It was interesting to share many supports and services that already are currently in place in our community, just residents were not aware.

Measurable outcomes and evaluation of these recommendations are a valuable part of this Task Force process. The members of this committee play a pivotal role now in mobilizing the community support and awareness of some of the strategies that have already been implemented and those that will come.

Thank you to the members of our team for their best efforts in this task.

Respectfully submitted
On behalf of the Supports and Services Sub-Committee

See Appendix 7 for Supports and Services Sub-Committee Members

5.0 Closing

The City of Chestermere is one of the fastest growing cities in the country which provides a lot of excitement and a lot of opportunity. Seniors have lived in Chestermere for decades and feel a strong connection to their surroundings. The recommendations and strategies contained within this report would assist with keeping Chestermere seniors healthy – mentally, physically, and socially – while they age within their community.

The Task Force has dedicated an enormous amount of time, research, intentional discussion, thoughtful decision making, passion and attachment to their work. We would request that Mayor and Council provide the same commitment to the review and discussion of the report to engage staff, community partners and all levels of government in the hope that next steps may be defined and actioned in a timely manner.

Respectfully submitted,
Council Task Force on Seniors



Appendices



Appendix 1: Housing Sub-Committee Members

Chairperson:	John Beal, Chestermere resident
Sherri Standish	Task Force Committee Co-Chair Also Representing AGAP
Councillor Mel Foat	Council Member – City of Chestermere
Arup Datta	President / Principal Arup Datta Architect Ltd.
Brady Morrice	Development Manager, Anthem United Communities Ltd.
Clark Piechotta	Associate Director of Development, Qualico Communities
Judy Shenner	Chestermere resident
Steve Grande	President, Terradigm Development Consultants, Inc.
Betty Illingworth	Representing AGAP

City of Chestermere resource staff:

Sara Alinaghi Pour, Community Growth and Infrastructure



Appendix 2: Housing Sub-Committee Information Gathered to Date as Resource Documents/Information

The City of Chestermere's Seniors' Housing Needs Assessment and Executive Summary

Highlights:

Statistical Information – 2018 City Census – more than 18 % of residents are over 55.
Majority of residents' income between 25 and 100 Thousand
92 % own their own homes.

Recommendations:

1. City to establish a Task Group for developing and implementing a seniors' housing action plan immediately.
2. Above action plan – time frame 2019 to 2028 and specific initiatives to result in a mix of housing types for seniors including independent living units, registered assisted living units and residential / complex care units being built in Chestermere by 2028.
3. City should ensure all seniors' housing developed is affordable, accessible and appropriately safe and comfortable (regardless of their income and financial status).
4. City should have representatives from other organizations and professionals with expertise supporting seniors therefore aligned and complementary to other seniors' support initiatives.
5. City to continue to seek input from Chestermere seniors – seniors' voice must continue to be heard.

Action Group for Aging in Place (AGAP) Presentation

Highlights:

History back to 2008

85 % preferred to remain in Chestermere, as they grew older.

91 % would like to remain in their own homes.

51 % felt they would need supported living in 10 years.

*** Barriers to living in Chestermere – lack of services and supports, lack of medical services, lack of affordable and appropriate housing options

74 % want established specialized transportation services.

*** 2010 Community Needs Assessment – similar to above.

There was a November 2011 Truman Lifestyles Concept Plan.

Then the Chestermere Seniors' Advisory Committee.

Town of Chestermere Social Plan 2012 to 2014

2011 census Seniors = 5 % of the populations (661 individuals) – which had doubled since 2004.

Most important issues – similar to ***

Seniors population 1996-2006 increased 115 to 420 as per Chestermere Regional Seniors Housing Initiative Report – October 2011. Issues similar to *** above.

Chestermere Aging in Place Forum – September 2016 – wanting a graduated care or continuum of care facility. 2016 population 2168 seniors 60+ and 5717 residents 40-60.

Developed an Action Plan **.**

Then the 2018 Seniors Housing Needs Assessment



Dr. Gohel - further to her presentation

Highlights:

Alberta Health Services - Summary of Glossary of Terms

Alberta Health Services - Health Care Glossary – definitions of levels of care for seniors:

- including: Continuing Care
- Designated Supportive Living
- Home Care
- Long Term Care
- Palliative and End of Live Care

Introduction to the City of Chestermere's Land Use Bylaws by Development and Infrastructure by Sara Alinaghi Pour with Community Growth and Infrastructure.

Highlights:

Provides Chestermere history.

Every change to Land Use Bylaws is recommended by the planning staff and approved by Council.

Describes Land Use Bylaw Districts

Important R2 – Residential Semi Detached District – is to provide for residential neighbourhoods, which have a high standard of design and appearance in which semi detached dwellings are the predominant housing form.

Important R3 – Residential Multi Unit District – is to provide for multi unit residential development along with semi detached development in order to increase the variety of dwelling types available in the community.

Important R4 – Low Rise Multi – Unit Residential District – is to provide multi family housing.

Town Centre Commercial District (TC) – is to provide flexibility ... institutional, residential ... Site 7.

Information - Community Social Profile presentation by Danielle Fermin, Community Services

Highlights:

Statistical Information

Chestermere Trends – Average population growth rate = 5.6

Population Distribution

Chestermere Population Trends by Age Groups

Identifies Countries of Birth – India 26.7 %

Commuting Duration

Places of Work

Living Wage – amount of income an individual or family requires to meet their basic needs - \$

16.84 per adult per hour

Growth since 2011 = 34 %

Chestermere Population is 2018 – 20,732 --- Age 50 to 75+ is now 36.2 % of our population

Information provided by John Beal – Seniors' Housing – Facts and Figures



Information re: GOA - Provincial Affordable Housing Strategy

2018 Income Thresholds – GOA

GOC – National Housing Strategy

GOA - Seniors Housing Development and Renewal Capital Program

Calgary's Housing Directory for Seniors 2019

City of Chestermere Policy / Bylaws

841	Council Task Force on Seniors
651	Economic Development Incentive Policy
802	Community and Board Policy
301	Chestermere Design Guidelines

Misc. Information:

A. City of Chestermere Future Growth Plans

Waterford Area Structure Plan

Chestermere Gateway ASP

Introduction to Chelsea

Qualico Community – Dawson's Landing

B. Miscellaneous Housing and Facility Information

AgeCare

AbbeyField

Bayshore presentation information – to Sherri and Councillor Burness – March 27, 2019
(Verbal presentation)

Belvedere – Calgary

Care Cottages – includes information from Presentation to HSC

Prince of Peace

Retirement Living – Evanston

Wentworth – Brenda Strafford

Information from Rocky View Foundation.

Affordable Housing Programs – GOA Website

Alberta Health – List of Publicly Funded Designated Support Living Accommodations
and Long Term Care Facilities



Appendix 3: Housing Sub-Committee SWOB (Strengths, Weaknesses, Obstacles and Barriers) Analysis

SWOB ANALYSIS - SUMMARY
 OUR RECOMMENDATIONS AND STRATEGY
 JUNE 2019

<p>STRENGTHS - WHAT WE WANT TO CELEBRATE</p> <p>SUMMARY FROM PREVIOUS LIST</p> <p>A good ,safe and friendly community</p> <p>Location - Location - Location - Chestermere is close to everything Residents desire and want to "Age in Place" in Chestermere</p> <p>OUR STRATEGY / RECOMMENDATION The City of Chestermere develop promotional information that identifies why the City of Chestermere is an AMAZING place to live as it relates to attracting seniors and seniors' housing developers.</p>	<p>WEAKNESSES - WHAT WE WANT TO FIX</p> <p>SUMMARY FROM PREVIOUS LIST</p> <p>Very limited health / medical services - from basic to urgent care level</p> <p>A housing gap - no continuum of seniors housing</p> <p>OUR STRATEGY / RECOMMENDATION The City of Chestermere continues to push for / develop a partnership with AHS in order to bring / have better / more age related health / medical services for seniors in order to retain seniors in Chestermere.</p> <p>OUR STRATEGY / RECOMMENDATION The City of Chestermere needs prepare for the needs of housing developers which would allow them to meet the housing gaps in Chestermere i.e.: City Community Growth and Infrastructure Department to be open to Bylaw changes in order to allow for alternate forms of housing.</p>
<p>OPPORTUNITIES - WHERE THERE IS POTENTIAL / WHAT WE SHOULD EXPLORE</p> <p>SUMMARY FROM PREVIOUS LIST</p> <p>Our population projections indicate there will be residents looking for housing and supports and services IN THE FUTURE</p> <p>Our City Council is eager for and desiring more seniors' housing</p> <p>Open Planning Department</p> <p>OUR STRATEGY / RECOMMENDATION The City of Chestermere secure a recreational site, which would include seniors' housing as a part of it.</p> <p>OUR STRATEGY / RECOMMENDATION The City of Chestermere actively continue to communicate with / engage / encourage developers to develop seniors housing and age related amenities.</p>	<p>BARRIERS - THREATS - WHAT WE NEED TO AVOID</p> <p>SUMMARY FROM PREVIOUS LIST</p> <p>Current Economic Conditions // Need for Affordability</p> <p>Need to establish a Foundation to hold donated funds for future seniors' housing projects</p> <p>OUR STRATEGY / RECOMMENDATION The City of Chestermere start to put money aside now / encourage residents to plan for seniors' needs in the future. NOTE: the Chestermere Regional Community Development Foundation already exists and the community needs to be reminded about that.</p>

Appendix 4: Dr. Gohel's Report

Chestermere Seniors Task Force

Health Advisory Committee Report

Since 2011 Chestermere has seen a 34% growth in its population, as of 2018 its population stands at 20,732 (1). In 2016 individuals 65 years and older accounted for 9% of the population with 11% of these patients living alone, as of 2018 the number over 65yr has increased to 12% the life expectancy of individuals in Chestermere was 2.7 years higher than that of Alberta (2). With the trends we are seeing in our seniors across the province and country it will be of no surprise that we will see an exponential rise in these figures.

Given the close proximity of Chestermere to the Calgary border and the sparse health care services within Chestermere many of our residents access the services they need within Calgary. The percentage of total Family Physician Claims outside the geographic area of Chestermere was 76.0% compared to 53.1% for Alberta as of 2017. With the population rise we have seen the volume of emergency visits for patients residing in Chestermere increase by 7.8% between 2013/2014 and 2015/2016 with an increase in Semi urgent and non-urgent visits by 10.2% (2). In an effort to reduce visits to the emergency department in Calgary AHS has developed the Community Paramedic program. It provide at risk patients immediate access to health care in the community by collaborating with available family and specialized physician services. This new, innovative program is for patients with chronic health concerns that prevent them from accessing available health care services. These specially trained paramedics, in consultation with physicians, bring a broad range of medical services to the home that prevents the need for an emergency department visit. This is a program currently underutilized in the City of Chestermere (3).

We have seen a recent rise in Family Medicine Clinics in Chestermere, as of 2019 we have 4 Clinics with a total of 12 Family Physician serving the area. However, these clinics do not have senior specific services and are not supported to provide for the unique needs of our seniors. Patients are often referred to the City of Calgary to access Geriatric services.

Seniors have challenging medical needs such as multiple co-morbidities, frailty, cognitive impairment and polypharmacy. Hence they often require multiple clinic/home visits that stem beyond the 10-15mins and a multi-disciplinary team approach which consists of the Family Physician, Pharmacy, OT, PT, Home care and their family members to allow them to Age at home. There are 3 Home Care nurses dedicated to Chestermere and each carry two times the caseload (40 patients per Coordinator is the standard) so 80+ patients currently.

Social isolation and the link to poor health outcomes is very clear in the literature. Chestermere's unique location means there is lack of local public transport as well transport into the City of Calgary. This only amplifies the issue of social isolation for our seniors in the city. This along with the lack of senior services can be a catalyst for our seniors to move into continuing care facility within Calgary. Currently Chestermere does not have a continuing care facility or private senior's retirement home. However, within 25km of Chestermere there are 18 continuing care facilities for all levels of care. Health Care within the city is a blend between the Rural Primary Care Network (PCN) and Alberta Health services.



Alberta Health Services (AHS) is currently working on a report that will map the current health services for Chestermere and what the needs are based on the demographics of the Chestermere. The report has been completed but is not available for public viewing. However, we have met with AHS and will be keeping an open dialogue to offer the city's support with these recommendations. Without this report the Health subcommittee cannot make firm recommendations to the council as we do need to engage with stakeholders such as AHS and Rural PCN to proceed and fulfil the recommendations. However, we are recommending that the city continues to collaborate with both organizations to ensure public health related services are in place so that seniors can age in place.

Until this report becomes available current recommendations are as follows

1. Creating a steering committee which will surpass the time frame of the Senior Task Force. Members of this committee should include a member from AHS, home care lead, Rural PCN lead, Physician that works in Chestermere, Chestermere council member, senior facilitator for the City of Chestermere and 2 Chestermere senior residents. This will ensure there is ongoing strong partnership and engagement from all parties and will allow consistent evaluation of the programs in the city.
2. Given the increase use of emergency and urgent care visits, we need to advocate for an Urgent Care in the City. Other potential avenues to be explored could be to ensure all clinics have walk in and urgent visit availability and should there be a need for intervention they engage the Community Paramedics to prevent the visit to the Emergency room. This will mean the physicians will need to be familiar with the Community Paramedics scope of practice and create a partnership. This will require engagement, education and training for our current Family Physicians in the City of Chestermere. Please see attached EMS Statistics for Chestermere.
3. Access to diagnostic imaging facility and labs have been a challenge. Seniors can often find it challenging to access these services and we will need to advocate for extended lab hours, a diagnostic imaging facility and transport to these facilities.

Reference

1. <https://www.chestermere.ca/100/Demographics-Population>
2. <https://open.alberta.ca/publications/community-profile-chestermere>
3. <http://albertahealthservices.ca/info/Page12557.aspx>



Appendix 5: Health Sub-Committee Members

Co Chair	Dr. Bhavini Gohel	Member Representing - Alberta Health Services
Co Chair	Leslie Racz	Member Representing Calgary Rural Primary Care Network
	Kimberley Gordon-Krushell	Member Representing Calgary Rural Primary Care Network
	Councillor Mel Foat	Council Member – City of Chestermere
	Al Kersch	Member Representing the Chestermere Seniors' Coalition
	Clare Elsbett	Member Representing Chestermere Seniors' Coalition
	Betty Illingworth	Representing Action Group for Aging in Place (AGAP)



Appendix 6: Health Sub-Committee Information Gathered to Date – Resource Information and Documents

- Alberta Ministry of Health** Organizational Structure
Key Services and Responsibilities
- Alberta Health Services (AHS)** Organizational Structure
Who We Are
Get To Know Us
- Airdrie Community Health Centre
Chestermere Health Care Programs and Services
Okotoks Urgent Care Services
- Alberta Health Services (AHS)** Community Paramedics
- Alberta Health Services (AHS)** Chestermere EMS Statistics
- Alberta Health Services (AHS)** Chestermere Health Facility
(Kinniburgh) - Outlined Map of Licensed Premises
- Alberta Health Services (AHS)** Chestermere Home Care Statistics as of October 8, 2019
- Alberta Health Services (AHS)** Chestermere Reference Sites Provided by Heidi Stachniak
– July 9, 2019
- Chestermere website – demographics
Chestermere website – Social Planning and Development
Community Social Profile
Alberta Health – Chestermere LGA Community Profile
Community Profile – Chestermere
Health Data and Summary
3rd Edition, March 2017
Alberta Health Calgary Rural PCN Profile
Alberta Health / AHS Official Standard Geographic Areas
Statistics Canada – Chestermere 2016 Census Profile
Alberta Healthy Community Health Dashboard
Alberta Health Services Continuing Care Facility Directory
- Alberta Health Services (AHS)** Seniors and Continuing Care Provincial Advisory Council
Membership / Terms of Reference
Bylaw / Work Plan (2018/2019, 2019/2020)
- Alberta Health Services (AHS)** Zone Map
- Action Group for Aging in Place = AGAP** Power Point Presentation
Highlights / Summary

Calgary Rural Primary Care Network (CRPCN) Organizational Structure – July 2019



City of Chestermere - Chestermere Community Resources Directory – Pre 2017

City of Chestermere - Chestermere’s Seniors’ Housing Needs Assessment and Executive Summary

Highlights:

Statistical Information – 2018 City Census – more than 18 % of residents are over 55.
Majority of residents’ income between 25 and 100 Thousand
92 % own their own homes.

Recommendations:

1. City to establish a Task Group for developing and implementing a seniors’ housing action plan immediately.
2. Above action plan – time frame 2019 to 2028 and specific initiatives to result in a mix of housing types for seniors including independent living units, registered assisted living units and residential / complex care units being built in Chestermere by 2028.
3. City should ensure all seniors’ housing developed is affordable, accessible and appropriately safe and comfortable (regardless of their income and financial status).
4. City should have representatives from other organizations and professionals with expertise supporting seniors therefore aligned and complementary to other seniors’ support initiatives.
5. City to continue to seek input from Chestermere seniors – seniors’ voice must continue to be heard.

City of Chestermere - Chestermere Seniors Housing Needs Assessment Raw Data Information

Resident Survey Results - Q 33 and 34 and Professional Survey Results – Q 6,7,8,9 and 10

City of Chestermere Policy 841 Council Task Force on Seniors

City of Chestermere - Community Social Profile - Danielle Fermin, Community Services

Highlights:

Statistical Information
Chestermere Trends – Average population growth rate = 5.6
Population Distribution
Chestermere Population Trends by Age Groups
Identifies Countries of Birth – India 26.7 %
Commuting Duration
Places of Work
Living Wage – amount of income an individual or family requires to meet their basic needs - \$
16.84 per adult per hour



Growth since 2011 = 34 %
Chestermere Population is 2018 – 20,732 --- Age 50 to 75+ is now 36.2 % of our population

Dr. Gohel - further to her initial presentation

Highlights:

<u>Alberta Health Services (AHS)</u>	Health Care Glossary of Terms
<u>Alberta Health Services (AHS)</u>	Definitions of levels of care for seniors:
- including:	Home Care
	Designated Supportive Living
	Long Term Care
	Palliative and End of Live Care

<u>Health Quality Council of Alberta</u>	What We Do
	HQAC Advisory Committee Member Role Description
	HQAC April 2018 Provincial Results

Primary Care Networks in Alberta

Prostrate Cancer Centre

The Man Van Information
REPORTS Meeting with Jed Snatic

Meeting with Karen Wourms

<u>Services to Age in Place</u>	A – Z Spread sheet
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<u>Services to Age in Place</u>	Spread sheet – Health / Medical Related Needs
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Supports and Services Sub-Committee

Data from the Aging and Engaging Event – June 12, 2019
Q 5 – How do you want to know how to access Health Care Services in our Community?
Q 6 – What Health Care Services are needed in our Community?

What you would like to see as it relates to Health in Chestermere to Age in Place – from the Seniors’ Coalition Meeting of March 13, 2019.

Additional Documents

<u>Alberta Ministry of Seniors and Housing</u>	Key Services
<u>Alberta Housing and Property</u>	Key Services and Information



Appendix 7: Supports and Services Sub-Committee Members

Chairperson:	Al Kersch, Chestermere resident, retiree
Councillor Michelle Young	Council Member - City of Chestermere
Leslie Racz	Calgary Primary Rural Care Network Community Development Coordinator
Shannon Dean	Camp Director, Camp Chestermere
Michael Ball	President, Chestermere Whitecappers Association
Val Gertzen	Representative of the Chestermere Whitecappers Association
Clare Elsbett	Seniors Coalition Representative

City of Chestermere resource staff:

Sharron Matthewman - Seniors and Community Development Facilitator, Community Support Services, Community & People

