

AGE FRIENDLY WINDSOR WORKING GROUP

Meeting held January 31, 2025

A meeting of the Age Friendly Windsor Working Group is held this day commencing at 9:30 o'clock a.m. via Zoom video conference, there being present the following members:

Gerald Corriveau
Larry Duffield
Andrea Grimes
Cindy Matchett
Roxanne Tellier
Tom Wilson

Also present are the following resource personnel:

Kara Kristoff, Supervisor Community Programming
Christina Ritorto, Client Support & Staff Development Coordinator
Karen Kadour, Committee Coordinator

1. Call to Order

Kara Kristoff, Chair calls the meeting to order at 9:38 o'clock a.m. and the Working Group considers the Agenda being Schedule A attached hereto, matters which are dealt with as follows:

2. Declaration of Conflict

None disclosed.

3. Adoption of the Minutes

Moved by Roxanne Tellier, seconded by Tom Wilson,
That the minutes of the meeting of the Age Friendly Windsor Working Group held October 10, 2024 **BE ADOPTED** as presented.
Carried.

4. Business Items

4.1 Review of budget and carry-forward request from 2024

The Chair advises that a request to carry forward the 2024 Operating Budget of \$7,835.26 to 2025 has been submitted for approval. She encourages members to attend conferences and workshops that may be of interest.

Andrea Grimes asks if the working group holds a meeting at a city venue, is the rental cost waived. The Chair responds there is no cost to utilizing rooms at City Hall, however, if the committee is hosting an event and utilizing community spaces, there will be a charge for that.

4.2 Annual Year in Review

Christina Ritorto Client Support & Staff Development Coordinator states that the Age-Friendly Windsor Working Group 2024 Annual Report, **attached** as Appendix "A" have been submitted to the Community Services Standing Committee and City Council for approval. She provides an overview of the accomplishments noted in the report.

The Committee Coordinator advises that members of the Age-Friendly Working Group are able to attend the Standing Committee and Council meeting to speak to the Annual Report if they are registered as a delegation through the City Clerk's Office.

4.3 Update from Transit Windsor (Questions brought forward from the October 10, 2024 meeting)

At the direction of the Working Group at its meeting held October 10, 2024, the questions posed by the committee in italics and the answers provided by Transit Windsor are as follows:

- ***Are there current studies or surveys identifying those who utilize the bus services***
 - No studies or surveys. We do have actual ridership percentages based on categories though, including seniors, students, youth, and adult.
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- ***Provide the population and age groups of those use Transit Windsor***
 - 2024 Ridership Percentages up to Sept 30, 2024
 - Adults (20 to 59 years old) = 27%
 - Youth (0 to 19 years old) = 7%
 - Students (anyone enrolled in school with a UPass, Saints Pass, Semester Pass, High School Pass) = 59%
 - Seniors (60 and over) = 6%
 - Tunnel = 1%
- ***Does transit take into consideration the areas where seniors reside in terms of bus routes.***
 - Yes it is part of our evaluation
- ***Has an updated route for the Riverside area been established.***

- -We would need an exact definition of the Riverside area they are referring to in order to provide a correct answer
- ***Has consideration been given to reintroducing a “grocery run” for Seniors’ homes as an addition to the bus service.***
- No. The demand before the COVID pandemic wasn’t there and ridership was very low. Transit Windsor doesn’t have the buses available to provide that service with all routes being at record high ridership levels.

Tom Wilson asks if the percentages noted in “population and age groups of those who use Transit Windsor’ are derived from the people who have passes. Larry Duffield inquires if Tom Wilson’s question relates to passes versus the cash box and asks why the Transit Windsor survey would only cover passes. He adds that any organization would want to have a clear profile of their client base to determine who their ridership is on a day-to-day basis. The Chair advises that a question will be directed to Transit Windsor to explain how the ridership percentages are calculated and what aspects of transit use go into that percentages.

Andrea Grimes questions when a user swipes their bus pass, is Transit Windsor able to collect that data? Christina Ritorto remarks that she oversees the Customer Care Centres and indicates they are now issuing Smart Ride Cards (which can be reloaded) as Transit Windsor is moving away from cash. There is also the bus pass option that can be used for 15 or 30 days. In terms of cash, Adult, Senior, Youth rates require the exact fare must be provided on the bus, so it is difficult to identify who the riders are in terms of cash. Transit Windsor does generate a report based on when these cards are reloaded.

In response to a question asked by Andrea Grimes regarding if Ontario Works subsidizes bus passes, Christina Ritorto responds that they do. Andrea Grimes asks if the data relating to subsidized bus passes by Ontario Works is captured. Christina Ritorto responds that when a card is reloaded, it is identified as being Ontario Works (free bus pass) discounted bus pass, or senior, youth or adult.

Cindy Matchett asks if the Working Group is surprised that seniors (60 and over) only represent 6% of the ridership. Larry Duffield responds that Transit Windsor is not capturing the actual ridership of seniors. Tom Wilson adds that many people prefer paying cash as opposed to using a card or a monthly pass and notes he is not certain how accurate these statistics are and adds that doing a survey would be a starting point.

Christina Ritorto states perhaps seniors do not know how to begin the process of using a ride card. She indicates that Life after Fifty at WFCU is a Customer Care Centre and she suggests passing on this information to seniors at this location. Tom Wilson concurs with this suggestion and adds that seniors are not comfortable with the use of these cards, and they prefer using cash.

In response to a question regarding where these cards are available, Christina Ritorto responds that the Transit Windsor Smart Pass Cards are available at the Community Centres (which are Customer Care Centres).

Roxanne Tellier expresses concern that there are only two locations where people can charge their card. She reiterates that a question was posed to Transit Windsor (with no response) regarding the lack of bus service to Sand Point Beach during the summer months. Kara Kristof indicates that this question will be presented to Transit Windsor for a response.

Kara Kristoff surmises there a need for awareness and education regarding how seniors and all riders can reload cards for transit. As a follow-up question for Transit Windsor, she asks what programs are available from Transit Windsor that explain the process of reloading the Smart Pass Cards. She adds that information will be provided that explains how the 6% ridership of seniors is calculated. It is suggested that Administration from Transit Windsor be invited to attend the next meeting.

Tom Wilson advises there is ample opportunity to go to seniors' places and to share information so people can be self-sufficient and independent in their later years.

Larry Duffield adds that transportation is one of the eight key domains within the Age Friendly Community model.

4.4 Community Engagement Event Planning

Kara Kristoff refers to the Fraud Discussion event taught by Frank Fazio from CySAT Security Inc. held on November 14, 2024, at the Optimist Community Centre with 11 people in attendance. She remarks that marketing was done through the City's social media pages and the community centres. She adds that Andrea Grimes was in attendance and asks how the committee can provide public awareness of events if the public does not look at the City's website and suggests using mainstream media. Larry Duffield states that organizations have mailing lists and is not aware if any of these organizations were invited to this event, i.e. Elder College, Canadian Association of Retired People (CARP), and Can Am Friendship Centre.

Andrea Grimes reports that Frank Fazio was an excellent speaker who provided actual scenarios relating to fraud.

Cindy Matchett proposes that Frank Fazio be invited to provide a further fraud discussion event. Kara Kristof adds that Frank Fazio is willing to build on his presentation and she proposes that Windsor Police be invited to attend the discussion.

Kara Kristof suggests that an event be held to address the topic of transit throughout the city. She adds that a representative from a customer care centre can be available to provide a demonstration on how to load Smart Pass Cards. Andrea Grimes concurs with inviting Transit Windsor to the Working Group's next speaking event. Larry Duffield suggests that Transit Windsor provide a presentation on the topic of "How do we

build senior participation and usage with Transit Windsor?” Andrea Grimes proposes inviting a Councillor who sits on the Transit Windsor Board of Directors to attend the event.

Tom Wilson suggests looking at what of topics of education do we want for the community that we are servicing. He asks what are the things that the city has changed over the past few years; the way the service is being utilized, i.e. the pass cards. Also, how are the parking meters being used, and how does one get the App and download it to a phone. He proposes looking at the services provided by the City to determine where the changes are and to incorporate these together into an education component.

The Chair indicates that she will reach out to Transit Windsor to determine answers to some of the questions asked in Item 4.3 and to invite them to a meeting with the Working Group. In terms of a timeline for the next event, she proposes June 2025 (as it is Senior’s Month).

Cindy Matchett asks what other topics should be considered in the upcoming event. Tom Wilson suggests that additional topics be discussed at the next meeting of the Working Group.

4.5 Next Steps in Age Friendly Windsor Working Group – Local Survey

The Chair proposes an on-line and hard copy survey be made available to the public regarding “what age-friendly resources does the community want to know more about”.

Larry Duffield advises that a defined purpose and objective is required for the survey.

Roxanne Tellier remarks that many seniors are not comfortable using the Internet and asks if we can develop a mailing list to send information to interested folks. The Chair suggests rather than a survey going out, that a request for contact information be considered. She advises that the I.T. Department will be contacted to determine if a domain can be established.

4.6 Other Items – Membership in World Health Organization Age Friendly Committees Global Network

The Chair remarks that she contacted the World Health Organization relating to the status of the former Seniors Advisory Committee and as of this date has not received a response.

5. Summary of Action Items

None.

6. Date of Next Meeting

The next meeting will be held on Wednesday, May 14, 2025 at 9:30 a.m. in a room to be determined.

7. Adjournment

There being no further business, the meeting is adjourned at 11:29 o'clock a.m.



THE AGE FRIENDLY WINDSOR
WORKING GROUP
2024 Year in Review

The Age Friendly Windsor Working Group believes that the community should allow residents to have multiple opportunities for healthy aging and a full range of supports to assist them.

Mandate

- Review projects in partnership with City administration to ensure the process of continual improvement and enhancing age-friendliness.
- Work in partnership with City administration to develop an Action Plan to enhance Windsor's status as an Age-friendly community.
- Solicit input for issues that affect local seniors.
- Identify barriers to access by seniors to City services and programs.
- Form partnerships and building relationships in the community to educate, inform and improve quality of life for seniors.
- Make recommendations and provide advice to City administration regarding strategies that could be used by City administration to address the needs of seniors in the City of Windsor.
- Assist with community consultations facilitated by administrative staff.

The Membership of the Age Friendly Windsor Working Group for the term of 2023 to 2026:

The Age-Friendly Windsor Working Group consists of 8 members, including six community members and two City administration (one from Recreation and one from Parks). No City Councillor will sit on the Age-Friendly Windsor Working Group.

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| • Larry Duffield | • Tom Wilson |
| • Andrea Grimes | • City Administrator – Kara Kristof (Chair) |
| • Cindy Matchett | • City Administrator – Cristina Ritorto |

Overview of Accomplishments

- The Age Friendly Windsor Working Group (AFWG) had its inaugural meeting on Thursday April 11, 2024, where all members met and discussed the future intention of the AFWG. Since then, the committee has had various meetings where representatives from City Departments, including Parks and Transit Windsor, give updates on age friendly initiatives to committee members.
- AFWG hosted a flag raising on June 10th, 2024, to recognize **June is Senior's Month** that saw committee members, City Councillors and Windsor residents attend.
- AFWG recognized **October 1, 2024, as National Senior's Day** with a Public Service Announcement through City of Windsor social media pages, a proclamation, and a recognized recreation offering of Aquafit for In-Motion week.
- AFWG made connections with the Ontario Age-Friendly Communities Outreach Program, through the Centre for Studies in Aging & Health at Providence Care, who will help the group pave a way forward with age friendly work in Windsor.
- The committee hosted the first in a Community Speaker Series, Thursday, November 14th from 10am-11:30am at the Optimist Community Centre. Speaker Frank Fazio spoke about *Staying Safe in the Digital World: Protecting Yourself from Online Threats* to 11 attendees.



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