

Creating an Age-Friendly Dashboard to Monitor and Communicate Progress
WEBINAR 10
QUESTIONS AND ANSWERS

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Host: Age-Friendly Community (AFC) Planning Outreach Initiative

TOPICS COVERED

1. [Monitoring ongoing age-friendly work](#)
2. [Funding](#)
3. [Link to senior-friendly hospital initiatives](#)
4. [Hamilton Council on Aging structure](#)
5. [Using the dashboard as a reporting tool](#)

GENERAL QUESTIONS

01. How do you deal with monitoring ongoing work?

Age-Friendly is an international movement that promotes integrating 8 domains from the physical and social environment that are essential features to create supportive, accessible and inclusive communities. Movements take time and need to be sustained. Becoming an Age-Friendly community involves taking steps to catalyze new initiatives, which were not previously available in one's community, that can be project-based and time-specific. And, it involves enhancing and imbedding characteristics from the 8 domains into existing programs and services, infrastructure and policies. This means, we are dealing with a long-term horizon for improvement and maintaining effort. So, your question about on-going work is important.

In setting up the Dashboard, we had several discussions on what categories we would use to monitor the status of the actions in our AF Plan. We decided to roll "on-going" initiatives into "implementing", primarily because we wanted to emphasize actions were occurring, to make progress as recommended in our AF Plan. We thought that using "on-going" at the start of monitoring our AF Plan would not reflect enhancements to existing programs, services, infrastructure and policies which were taking place. In the Dashboard, we define "Implementing" as "carrying out a plan, policy, design, model or other action to achieve intended result". It is possible that as we proceed, we will introduce "on-going" to reflect continuing dimensions which make our city Age-Friendly.

02. How much funding did you receive for i) the implementation phase and ii) the evaluation component?

The Hamilton Council on Aging has received funding from several sources to co-lead Hamilton's Plan for an Age-Friendly City. This has included the City of Hamilton. We received \$50,000 from the Ontario Seniors Secretariat, through an Age-Friendly Community Planning Grant to design an evaluation framework and report on our progress.

03. Do many communities link with their senior-friendly hospital initiatives and is there any benefit?

Hamilton's Age-Friendly Plan includes several recommendations to enable a well-coordinated, continuum of care across our health and community services. These actions are rolling out through broad-based stakeholder collaboration in our City. Some of these collaborations may be addressing senior-friendly hospitals. However, because we do not have a specific action in our Plan addressing senior-friendly hospitals we are not monitoring this directly. So, I am unable to provide further information today.

Sarah Webster's comment: I do know that some communities, if they have a really strong senior-friendly hospital initiative happening, they are certainly pulling that under the umbrella of their age-friendly plan.

Ellen Yachnin's (OSS) comment: I know my colleagues in the accessibility directorate are moving forward on trying to develop accessibility criteria for hospitals if you take a look at the accessibility website. We know accessibility issues overlap with age-friendly issues – there are no black and white lines between these areas. So there's a major initiative as far as hospitals are concerned to make them accessible, which will of course also make them age-friendly.

04. How is the Hamilton Council on Aging structured?

The Hamilton Council on Aging (HCoA) is a non-profit organization, incorporated in 2007; and we received charitable status in 2009. We have a working board. Margaret Denton is Vice President of HCoA and serves as the HCoA lead for Age Friendly. Our board President is also involved through the Age-Friendly Collaborative Governance Committee. There is a HCoA Project Coordinator who works part-time on Age Friendly projects and supporting committees, and I work on contract as the Age Friendly Project Manager. The City of Hamilton and the Seniors Advisory Committee are co-partners with us on Age Friendly Hamilton.

05. It seems this is not only an opportunity to monitor the progress of action items, but also to communicate that, not just within your regular meetings, but I anticipate that you also use this in any more formal reporting you do, or when communicating out within the community. Is this true?

Yes, we are able to use the Dashboard, particularly the charts, to show progress to imbed in reports, presentations to City Council, committees and the community. The value of the Dashboard is that there is flexibility to choose what to filter and report. For example, you can narrow your search to a particular field, such as showing all progress being made in housing policy. Or, you can summarize higher level progress, such as reporting everything that was completed in 2016, distinguished by goal. The Dashboard is one important source of information to communicate progress. We do have other sources of information to communicate, such as the Community Profile Reports and Community Forums. We have developed a strategic communications plan that sets out our communication objectives, the various tools and strategies we will use, and the specific stakeholders and key audiences we are focused on.