

From: ["Singh, Sandra" <Sandra.Singh@vancouver.ca>](mailto:Sandra.Singh@vancouver.ca)

To: ["Direct to Mayor and Council - DL"](#)

Date: 4/22/2026 6:19:03 PM

Subject: Memo: Older Persons Strategic Framework Update - RTS 17821 (2026-04-22)

Attachments: CMO - Memo (Council) - Older Persons Strategic Framework Update - RTS 17821 (2026-04-22).pdf

Dear Mayor & Council,

Attached please find an update on the implementation of Older Persons Strategic Framework and next steps. Key points of information:

- Memo provides a report back on 2025 early actions completed, outcomes of 2025 public engagement, and an overview of 2026-2027 actions.
- Implementation of the Older Persons Strategic Framework will be transitioned to and resourced within the Social Policy and Projects division of ACCS, including oversight of actions across City departments. A key point of contact will be established to support community in navigating the City.
- Staff will provide an update on the aging and older persons work in Q4 2026 as a part of the City-Wide Equity Update.

If you have any questions, please feel free to email me or Margaret Wittgens directly and we will arrange for a response from the appropriate team through the weekly Q&A.

Thank you,
Sandra

Sandra Singh | Deputy City Manager
City of Vancouver
E-mail: sandra.singh@vancouver.ca
Pronouns: she/her

Assistant: Laura Holvor
Phone: 604.829.9602
E-mail: laura.holvor@vancouver.ca
Pronouns: she/her

The City of Vancouver acknowledges the unceded homelands of the x m k y m (Musqueam), S wxwú7mes (Squamish), and Selilwitulh (Tseil-Waututh) Nations.

MEMORANDUM

April 22, 2026

TO: Mayor and Council

CC: Donny van Dyk, City Manager
Armin Amrolia, Deputy City Manager
Karen Levitt, Deputy City Manager
Margaret Wittgens, General Manager, Arts, Culture and Community Services
Lon LaClaire, General Manager, Engineering Services
Josh White, General Manager, Planning, Urban Design and Sustainability
Steve Jackson, General Manager, Parks and Recreation
Ben Hyman, Chief Librarian and CEO, Vancouver Public Library
Celeste Dempster, Senior Director, Intergovernmental Relations
Trevor Ford, Chief of Staff, Mayor's Office
Mellisa Morphy, Director of Policy, Mayor's Office

FROM: Sandra Singh, Deputy City Manager

SUBJECT: Older Persons Strategic Framework: Report Back on 2025 Actions and 2026-2027 Actions

RTS #: 17821

PURPOSE

This memo provides Council with an update on the status of the work to date on the Older Persons Strategic Framework and 2025 Early Actions, outlines 2026-2027 actions, and provides an update on the City of Vancouver application to join the World Health Organization Global Network for Age-friendly Cities and Communities.

BACKGROUND

On [February 5, 2025](#), Council passed the [Older Persons Strategic Framework \("Framework"\) and 2025 Early Actions](#). This Framework establishes a comprehensive, overarching approach for the City of Vancouver's work to engage and support the aging population, and is paired with 2025 Early Actions for implementation to progress Council's priority that Vancouver is an age-friendly city.

DISCUSSION

2025 Work to Date

In 2025, staff across City departments implemented a new, city-wide coordinated approach to integrating an aging lens through the Older Persons Strategic Framework.

Progress to date on 2025 Early Actions is outlined in Appendix A. Some highlights from 2025 include:

- Operational:
 - Funded new and continued transportation programs for older persons;
 - Delivered transportation infrastructure that supports improved mobility and accessibility for the aging population, including new and widened sidewalks, sidewalk repairs, curb ramps, traffic signals and accessible bus stops;
- Raising Awareness:
 - Recognized Ageism Awareness Day for the first time, as well as the greatest number of proclamations for dates of significance related to older persons in the City's history;
 - Funded the *Arts and Health: Healthy Aging Through the Arts* program through the Vancouver Board of Parks and Recreation, which received federal funding through HelpAge Canada;
- Training:
 - Completed development of a new Access to Information and Privacy Foundations training course for all City staff which included specific reference to ageism and examples of ageist language to avoid;
- Advocacy and Partnerships:
 - Met regularly with Provincial Office of the Seniors Advocate staff and local Council of Advisors representatives to discuss issues of importance to older persons in Vancouver; and,
 - Joined the World Health Organization Global Network for Age-friendly Cities and Communities (see Appendix B for more information).

2025 Public Engagement

Staff undertook public engagement in May and June 2025 to help inform future actions related to the Framework. In-person engagement events took place across the city, and a [Shape Your City webpage](#) directed individuals to complete a Talk Vancouver survey. A total of 2,369 online and paper survey responses were received. Survey respondents were invited to provide feedback on the Framework and actions the City could take to improve the lives of older persons in Vancouver. Respondents were also asked to prioritize the goal areas in the Framework by ranking their top five choices to guide the development of future actions. The top five goal areas were:

- Affordable and appropriate housing (66%);
- Programs and services at City sites (41%);
- Transportation services (40%);
- Reducing isolation and loneliness (39%); and,
- Investing in transportation infrastructure (37%).

The top five goal areas and related engagement feedback informed the development of the 2026 actions, as outlined in Appendix C.

2026-2027 Actions

From 2026-2027, staff will focus on implementation of the Framework, with a focus on the top goal areas from 2025 public engagement, by providing new spaces to connect, seeking to improve transportation infrastructure, communicating how to participate in the municipal

election, and continuing to improve access to information about services that encourage and support community engagement of older adults in Vancouver.

Implementation of the Framework, including engagement with the Older Persons and Elders Advisory Committee, will also serve to meet Vancouver's commitment as a new member of the World Health Organization Global Network for Age-friendly Cities and Communities in 2026.

There will also be a focus on the establishment of the Network of Organizations in Vancouver on Aging (NOVA), the Vancouver Older Persons Funders Table, and a Metro Vancouver working group focused on age- and dementia-equitable planning. City staff will play a key role in the establishment of these networks to ensure collaboration across jurisdictions.

NEXT STEPS

In Q2 2026, Aging and Older Persons planning and Framework implementation will be transitioned to and resourced within the Social Policy and Projects division of ACCS and delivered in alignment with the refreshed Healthy City Strategy and other population-based strategies and action plans. This will include oversight of actions across City departments. A key point of contact will also be established to support community in navigating with other areas of the City as needed.

Staff will provide an update to Council in Q4 2026 as a part of the City-Wide Equity Update.

Should Council have any questions, please contact me directly and I will work with relevant General Managers to ensure a response through the weekly Q&A.

Best,
Sandra

A handwritten signature in black ink that reads "Sandra Singh". The signature is written in a cursive, flowing style.

Sandra Singh
Deputy City Manager

APPENDIX A
Older Persons Strategic Framework – 2025 Early Actions Implementation Update

2025 Early Actions are grouped under each of the six domains of the Older Persons Strategic Framework or are considered cross-cutting because they cannot be categorized to a single domain.

Domain 1: Older persons in Vancouver... are engaged and included.

2025 EARLY ACTIONS	WORK TO DATE
Work with partners to carry out awareness campaigns focused on ageism and older persons. [new]	For the first time, the City recognized Ageism Awareness Day (October 9, 2025) with a social media campaign.

Domain 2: Older persons in Vancouver... are connected and informed.

2025 EARLY ACTIONS	WORK TO DATE
Support older persons to overcome digital literacy barriers by enabling digital connection to ensure access to critical services. [ongoing]	In 2025, Vancouver Public Library (VPL) provided access to digital technology for free and offered a range of drop-in programs and classes for adults to develop digital literacy skills and confidence. Program offerings range from introductions to personal devices, apps, and internet searching including artificial intelligence to using library services such as online resources and digital newspapers. As of October 1, 2025, VPL delivered 270 digital literacy engagements for adults, including 138 one-to-one technology appointments and 132 digital literacy programs for 697 participants. Registration by phone is provided for Digital Essentials programs, and staff work with patrons to establish which programs would be the best fit for their needs. VPL also partners with Seniors First BC to provide workshops on frauds and scams.
Update content about programs, services and resources for older persons on the City website to ensure access to accurate information. [new]	Staff have worked across departments to identify pages on the City website to update content about programs, services and resources for older persons. Updates are underway and will continue in 2026.

<p>Celebrating aging and raise awareness of issues impacting older persons by recognizing significant dates. [ongoing]</p>	<p>The City of Vancouver issued three proclamations for dates of significance related to older persons in 2025:</p> <ul style="list-style-type: none"> • BC Seniors' Week (first full week of June) • World Elder Abuse Awareness Day (June 15) • International Day of Older Persons / National Seniors Day (October 1) <p>All three dates of significance were also recognized with social media promotion. The Vancouver Board of Parks and Recreation also recognized BC Seniors' Week via social media and promotional postcards.</p>
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Domain 3: Older persons in Vancouver... live in a home that supports aging in the right place

2025 EARLY ACTIONS	WORK TO DATE
<p>Streamline the development of seniors social housing within neighbourhoods throughout the city through pre-zoning within Vancouver's Social Housing Initiative. [new]</p>	<p>Council directed staff to report back in Q1 2026 on proposed improvements to the Social Housing or Rental Tenure (SHORT) Program to reduce approval timelines, identifying Housing Accelerator Fund and Empty Homes Tax funds to support the work where appropriate.</p>
<p>Improve the knowledge of older persons who rent and organizations that support them through a renter awareness campaign focused on the City's Tenant Relocation and Protection Policy (TRPP). [ongoing]</p>	<p>The second part of a Renters Education and Awareness campaign took place in Q4 2025. The campaign focused on training for renter-serving organizations to provide relevant information on the TRPP to impacted renters. New and updated educational materials available in five languages were distributed to organizations, libraries and community centres, and are being made available at the new Tenant Resource and Advisory Centre location in downtown Vancouver.</p>

Domain 4: Older persons in Vancouver... can get around with dignity.

2025 EARLY ACTIONS	WORK TO DATE
<p>Integrate a strategic aging lens to continue delivering transportation infrastructure and programs, including new and widened sidewalks, sidewalk repairs, curb ramps, traffic signals, bus stops, bike lanes and greenways. [ongoing]</p>	<p>The City has continued to integrate an aging and accessibility lens in the delivery of transportation infrastructure in 2025, including:</p> <ul style="list-style-type: none"> • New and widened sidewalks: 1.1km (as of October 1, 2025); • Sidewalk repairs: 0.98km (as of October 1, 2025); • Curb ramps: 73 new expected; • Traffic signals: 6 new; • Bus stops: 5 upgraded for accessibility; • Bike lanes and greenways: New and improved infrastructure through the Granville Connector project and Pacific Street bus and bike lane upgrades. Phase two of public engagement for Portside Greenway improvements is also underway, including targeted engagement with the Older Persons and Elders Advisory Committee. <p>The City also funded new and continued transportation programs for older persons in 2025, including:</p> <ul style="list-style-type: none"> • Seniors on the Move (delivered by Better Environmentally Sound Transportation): Five workshops and five excursions with funding through the Walk Bike Roll Community Partnership Program. • Cycling Without Age: Six community ride events and equipment for trishaws through the Walk Bike Roll Community Partnership Program. • Senior Cycling Courses (delivered by HUB Cycling): Instruction sessions on cycling safety, cycling skills and maintenance practice, e-bike practice and pre-designed neighbourhood rides.
<p>Accelerate programs to increase safety for older pedestrians, including more leading pedestrian intervals, flashing beacons and longer pedestrian walk times. [ongoing]</p>	<p>The City prioritized safety for older pedestrians through investments in the following:</p> <ul style="list-style-type: none"> • Leading pedestrian intervals: Up to 15 locations; • Crossing time improvements: Up to 120 locations; • Rectangular rapid-flashing beacons: Up to 15.

<p>Integrate a strategic aging lens in the delivery of new public plazas. [ongoing]</p>	<p>Five new public plazas have been built or are under construction with multiple features to support and encourage their use by older persons, including raised intersection crossings, seating areas, weather protection structures, drinking fountains and new street lighting. These public plazas are located at the following intersections:</p> <ul style="list-style-type: none"> • Bute Street at Robson Street; • Kamloops Street at E Hastings Street; • W 18th Avenue at Cambie Street; • E 14th Avenue at Main Street; and • W 14th Avenue at Granville Street.
<p>Update transportation safety strategy with a focus on people who face higher risk of serious injury or death from incidents involving motor vehicles, including older persons. [new]</p>	<p>The City is advancing its Vision Zero Action Plan through early actions, including lowering speed limits on all local streets to 30 km/hr and removing public consultation requirements for the Speed Hump Program.</p>

Domain 5: Older persons in Vancouver... have access to spaces and places that meet their needs

2025 EARLY ACTIONS	WORK TO DATE
<p>Continue to ensure progress on new spaces for older persons (e.g., 55+ Seniors Centre at Oakridge Civic Centre, Sunset Seniors Centre). [ongoing]</p>	<p>Both the 55+ Seniors Centre at the Oakridge Civic Centre and the Sunset Seniors Centre are slated to open in 2026.</p>
<p>Integrate a strategic aging lens in community and citywide planning (e.g., Villages planning program). [ongoing]</p>	<p>The aging population has been an important consideration in the development of the Villages planning program. The 17 Villages have been planned to become more complete, connected neighbourhoods that help enable older persons to age in community by:</p> <ul style="list-style-type: none"> • Encouraging commercial space in these residential areas to increase access to needed businesses, • Facilitating housing diversity in predominantly single family neighbourhoods to support downsizing, and • Improving walking and public space conditions. <p>The Vancouver Official Community Plan considers the aging population through community infrastructure for older persons, care homes, and multi-family housing options.</p>

Identify opportunities to support implementation of the Older Persons Strategic Framework in the 2027-2030 Capital Plan. [new]	Staff continue to work internally across departments to incorporate the needs of older persons in the development of the 2027-2030 Capital Plan.
Explore how to better support Vancouver Coastal Health to deliver facilities for older persons. [new]	Staff liaised with Vancouver Coastal Health to explore opportunities to deliver facilities for older adults, including early considerations for the creation of small care homes.

Domain 6: Older persons in Vancouver... are supported by programs and services that enable health and wellbeing

2025 EARLY ACTIONS	WORK TO DATE
Establish and convene the Network of Organizations in Vancouver on Aging (NOVA) to encourage coordination and collaboration of community organizations working in aging. [new]	Staff collaborated with community partners to develop: <ul style="list-style-type: none"> • A comprehensive database of community organizations in Vancouver that support and engage older persons; and • A survey of these organizations to inform the development of NOVA in Q1 2026.
Explore the expansion of multi-year funding to select organizations with a mandate to serve older persons. [new]	In March 2025, Council approved four organizations with a mandate to serve older persons for three-year funding through Social Policy Grants: <ul style="list-style-type: none"> • 411 Seniors Centre Society; • Renfrew Collingwood Seniors Society; • South Granville Seniors Friendship Centre Society; and • West End Seniors' Network Society.
Reconstitute the Vancouver Older Persons Funders Table to better coordinate financial resources with partners. [new]	Staff have engaged funding entities that provide financial support to organizations that serve older persons in Vancouver and have drafted terms of reference to guide ongoing information sharing and coordination.
Complete an analysis of current programs and services for older persons at community centres to help identify strengths and gaps. [new]	The Vancouver Board of Parks and Recreation have completed an analysis of current programs and services for older persons at community centres.
Liaise with Providence Health Care on the launch of the Centre for Healthy Aging at the New St. Paul's Hospital. [new]	Staff have participated in regular meetings of the Advisory Committee for the Advancing Better Living for Elder-adults (ABLE) initiative through Providence Health Care that is informing planning for health care service provision and coordination with community partners through the Centre for Healthy Aging.

Cross-Cutting Actions

Cross-cutting actions relate to all six domain areas.

2025 EARLY ACTIONS	WORK TO DATE
Enhance the City's Healthy City Strategy to include a life course approach [ongoing]	The Healthy City Strategy refresh was informed through policy alignment and engagement with the Older Persons and Elders Advisory Committee, and approved in Q1 2026.
Maintain ongoing liaison with senior governments on issues of importance to older persons. [ongoing]	<p>The Office of the Mayor wrote a letter to the provincial government in response to the discontinuation of funding to Whole Way House for their Seniors Enhanced Independent Living Program.</p> <p>The Office of the Mayor also wrote letters to the provincial government and Vancouver Coastal Health about the "Places To Be and Places To Go" motion approved by City Council on May 21, 2025.</p> <p>Staff also met regularly with provincial Office of the Seniors Advocate staff and local Council of Advisors representatives to discuss issues of importance to older persons in Vancouver.</p>
Explore opportunities to discuss aging-related priorities at the Social Issues Subcommittee of the Metro Vancouver Regional Planning Advisory Committee. [new]	Staff led the planning and facilitation of a session on age- and dementia-friendly planning that took place at the September 18, 2025 meeting of the Social Issues Subcommittee of the Metro Vancouver Regional Planning Advisory Committee. This subcommittee brings together social planners from across all of Metro Vancouver.
Work with BC Healthy Communities and potentially the Union of BC Municipalities to activate a network of Age-Friendly BC Communities to learn from one another and support broader advocacy efforts. [new]	<p>Staff participated in the Community of Practice for the Indigenous and local governments that received an Age-friendly Communities Grant for 2025-2026.</p> <p>Staff also met with staff from both BC Healthy Communities and the Ministry of Health to advocate for the development of a network of all Age-Friendly BC Communities.</p>
Provide regular updates about progress on the Older Persons Strategic Framework and Early Actions to the Older Persons and Elders Advisory Committee. [new]	Staff provided regular updates about progress on the Older Persons Strategic Framework and 2025 Early Actions at clerked meetings of the Older Persons and Elders Advisory Committee.

Apply to join the World Health Organization Global Network for Age-friendly Cities and Communities. **[new]**

The City of Vancouver was accepted to join this international network in Q1 2026.

APPENDIX B

World Health Organization Global Network for Age-Friendly Cities and Communities

The World Health Organization Global Network for Age-friendly Cities and Communities (“Network”) connects cities, communities and organizations worldwide with a common vision of making their community a great place to grow older. As a response to global population aging and urbanisation, this Network focuses on action at the local level that fosters the full participation of older persons in community. The mission of the Network is to stimulate and enable cities and communities around the world to become increasingly age-friendly by:

- Inspiring change by showing what can be done and how it can be done;
- Connecting cities and communities worldwide to facilitate the exchange of information, knowledge and experience; and
- Supporting cities and communities to find appropriate innovative and evidence-based solutions.

There are currently more than 1700 cities and communities in 57 countries in this Network, covering over 370 million people worldwide. More than 110 cities and communities in Canada are part of this Network, including 7 others in BC (Cranbrook, Maple Ridge, Oliver, Richmond, Saanich, Surrey and West Vancouver).

Membership in the Network is not an accreditation for age-friendliness. Rather, it reflects the commitment of a city or community to listen to the needs of the local aging population, assess and monitor its age-friendliness, and work collaboratively with older persons and across sectors to create age-friendly physical and social environments. Membership is a commitment to work toward age-friendliness following the four steps of Engage and Understand, Plan, Act, and Measure, and to actively participate in the Network by sharing experience, achievements and lessons learnt with other cities and communities. Members must also share and promote the values and principles of the Network:

- Respect for diversity;
- Equity;
- Participation, contributions and rights of older persons;
- Co-design and co-creation;
- Combining both bottom-up and top-down approaches; and
- Life-course approach that encourages intergenerational relations and solidarity.

There is no membership fee to be part of this Network.

APPENDIX C
Older Persons Strategic Framework – 2026-2027 Actions Implementation Plan

OLDER PERSONS IN VANCOUVER...	NEW ACTIONS IN 2026-2027	ONGOING ACTIONS IN 2026-2027
... are engaged and included	<ul style="list-style-type: none"> • Liaise with the regional 2SLGBTQIA+ Older Adult Social Inclusion Project to support coordination of work with partners. • Provide supports that empower older persons to participate in the 2026 municipal election. 	<ul style="list-style-type: none"> • Support internal and external engagement and learning opportunities aimed at understanding and responding to the needs to employees who are caregivers of older persons. • Add an optional question that allows staff to self-identify as working caregivers in the Human Resources Information System to better understand the number of City employees who are caregivers.
... are connected and informed	<ul style="list-style-type: none"> • Train staff, contractors and instructors with the principles and skills needed to support aging and engage with older persons in community centres. 	<ul style="list-style-type: none"> • Empower older persons to safely navigate everyday digital interactions in the changing landscape of information literacy and cybersecurity. • Maintain content about programs, services and resources for older persons on the City website to ensure access to accurate information. • Celebrate aging and raise awareness of issues impacting older persons by recognizing significant dates.
... live in a home that supports aging in the right place	<ul style="list-style-type: none"> • Integrate a strategic aging lens in the review of the Tenant Relocation and Protection Policy. • Map multi-unit residential buildings with a high proportion of older residents. 	<ul style="list-style-type: none"> • Partner with OASIS Senior Supportive Living to bring programming to two City non-market housing sites.

	<ul style="list-style-type: none"> • Collaborate with the Hey Neighbour Collective to build social connections in multi-unit residential buildings. • Promote the City’s Garbage and Green Bin Packout Service on the City’s website for residents that require support with regular pick up. • Promote the Residents Requiring Assistance Program to building managers. • Integrate energy-efficient cooling systems into three City non-market housing sites. • Pilot aging in place practices in Skeena Terrace. 	
<p>... can get around with dignity</p>	<ul style="list-style-type: none"> • Develop street design guidelines and undertake an external accessibility review of the Engineering Design Manual to improve features such as clear sidewalk widths and tactile treatments. 	<ul style="list-style-type: none"> • Integrate a strategic aging lens to delivering transportation infrastructure, including new sidewalks, sidewalk repairs, curb ramps, bus stops, seating, lighting, bike lanes and greenways. • Accelerate programs to increase safety for older pedestrians, including more leading pedestrian intervals, flashing beacons, traffic signals and longer pedestrian crossing times. • Install more on-street accessible parking spaces. • Support programs and campaigns that enable active transportation and transit use among older persons.

		<ul style="list-style-type: none"> • Integrate a strategic aging lens in the delivery of new and improved public plazas. • Update the Vision Zero Action Plan with a focus on people who face higher risk of serious injury or death from incidents involving motor vehicles, including older persons. • Work with Lime to continue improving sidewalk detection technology to slow and stop e-scooter users from riding on sidewalks. • Promote availability of Mobi Community Pass and e-bikes and Lime Assist. • Provide support with snow and ice removal on public sidewalks through the Snow Angels program.
<p>... have access to spaces and places that meet their needs</p>	<ul style="list-style-type: none"> • Explore opportunities for alternative models for publicly accessible washroom delivery in partnership with organizations with a mandate to serve older persons. • Increase wayfinding for washrooms, with consideration for tools that are useful and accessible for older persons. 	<ul style="list-style-type: none"> • Open new spaces for older persons (e.g., 55+ Seniors Centre at Oakridge Civic Centre, Sunset Seniors Centre, Marpole Community Centre). • Conduct accessibility audits of City-owned public-facing buildings, including community centres, ice rinks and pools, to identify recommendations for improvement. • Design and scope upgrades to the south entrance of City Hall to improve accessibility.

		<ul style="list-style-type: none"> • Integrate a strategic aging lens in community and citywide planning (e.g., Villages planning program). • Identify a potential site for a new space for older persons within the West Broadway Plan area. • Support departments in integrating the needs of older persons in the 2027-2030 Capital Plan. • Explore how to better support Vancouver Coastal Health to deliver facilities for older persons (e.g., Small Care Homes).
<p>... are supported by programs and services that enable health and wellbeing</p>	<ul style="list-style-type: none"> • Liaise with United Way BC to explore opportunities to strengthen services for older persons in Vancouver. 	<ul style="list-style-type: none"> • Support the establishment of the Network of Organizations in Vancouver on Aging (NOVA) to encourage coordination and collaboration of community organizations working in aging. • Provide grants for organizations with a mandate to serve older persons through various funding streams. • Provide programs and services for low-income older persons at Social Operations sites. • Support the Vancouver Older Persons Funders Table to better coordinate financial resources with partners. • Liaise with Providence Health Care on the development of the Centre for Healthy Aging at the New St. Paul's Hospital.

New Cross-Cutting Actions, 2026-2027

- Initiate a network of age-friendly municipalities in Metro Vancouver.

Ongoing Cross-Cutting Actions, 2026-2027

- Develop indicators and metrics for Healthy City Strategy goals related to aging with VCH through the Healthy City Steering Committee to enhance informed decision-making;
- Maintain ongoing liaison with other orders of government on issues of importance to older persons;
- Participate in research collaboration opportunities to inform and strengthen how the City engages and supports older persons;
- Seek external funding to support potential future actions; and
- Participate in World Health Organization Global Network for Age-friendly Cities and Communities.