

# Community Plan Progress Report 2025

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# Introduction

## **The Age Friendly London Network and Child & Youth Network Community Plan**

The Age Friendly London Network (AFLN) and the Child & Youth Network (CYN) are community-led groups that have been working for over 10 years to improve outcomes for children, youth, families, and older adults. Known collectively as the Networks, they have been responsible for new programs, improved collaboration between partners, and strengthened community support systems in London.

In 2023, AFLN and CYN came together to create a collaborative Community Plan that benefits all ages while also addressing the specific needs of children, youth, families, and older adults. A diverse group of community organizations from both Networks work together to implement actions under the domains of Basic Needs and Essential Skills and Inclusion and Belonging.

The Community Plan structure includes the Networks, the Governance Table, Working Groups, and the Backbone Team, who all work together to advance strategies and drive change in our community.

## **The Networks**

AFLN and CYN have open memberships to all Londoners and interested parties. The Networks are a place for partners to connect, share information, and stay up to date

about progress on strategies and actions. The Networks meet at least once a year and approve changes to the Network structure and governance model.

## **The Governance Table**

The Governance Table includes organizations and individuals who oversee community-led actions and make strategic decisions on priorities and resources. Annual Action Plans are presented to the Governance Table for review, approval, and endorsement.

## **The Working Groups**

There are currently two Working Groups that reflect the key priorities of focus for partner-led actions: 1) Basic Needs and Essential Skills; and 2) Inclusion and Belonging. These groups include community members, both organizations and individuals, who are committed to working together on collaborative, community-led actions.

## **The Backbone Team**

The Backbone Team, made up of City of London staff, support both the AFLN and CYN. They handle the administration and implementation of the Community Plan, offering leadership, knowledge sharing, planning, coordination, evaluation, and communication support to community partners.

# How to Read This Report

This report highlights the 2025 actions, progress, and accomplishments of AFLN and CYN in relation to the strategies outlined below.

## 1.

### Basic Needs and Essential Skills

Londoners have access to basic needs and skill-building programs, services, and resources.

- **Strategy 1:**  
Improve equitable access to basic needs
- **Strategy 2:**  
Improve access to essential skills support
- **Strategy 3:**  
Improve access to system navigation supports

## 2.

### Inclusion and Belonging

Londoners can fully participate and feel a sense of belonging in their neighbourhoods and communities.

- **Strategy 1:**  
Implement inclusive, accessible and equitable community engagement practices
- **Strategy 2:**  
Foster inclusive community hubs and spaces
- **Strategy 3:**  
Create opportunities for social participation

**To get involved or sign up for the AFLN/CYN newsletters, please contact us!**



agefriendlylondon@london.ca  
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cyn@london.ca  
519-661-2489 ext. 5610

# Basic Needs and Essential Skills





# Strategy 1: Improve equitable access to basic needs

## Action 1.1 Basic Needs Neighbourhood Search Tool

### Outcomes

- Service providers have increased awareness of basic needs community services and resources to support Londoners.
- Londoners have increased awareness of basic needs community services and resources to meet their needs in their neighbourhoods.

### Partners

Meals on Wheels London, Glen Cairn Community Resource Centre, The Salvation Army London Community Services, Type Diabeat-It, LUSO Community Services, Northwest London Resource Centre, Alzheimer Society Southwest Partners, South London Neighbourhood Resource Centre

### Action description

While many basic needs programs exist in London, both service providers and the public often struggle to find accurate information about available resources in their neighbourhoods.

This action improved access by creating an online tool through SouthWesthealthline.ca to provide neighbourhood-based information on basic needs support.

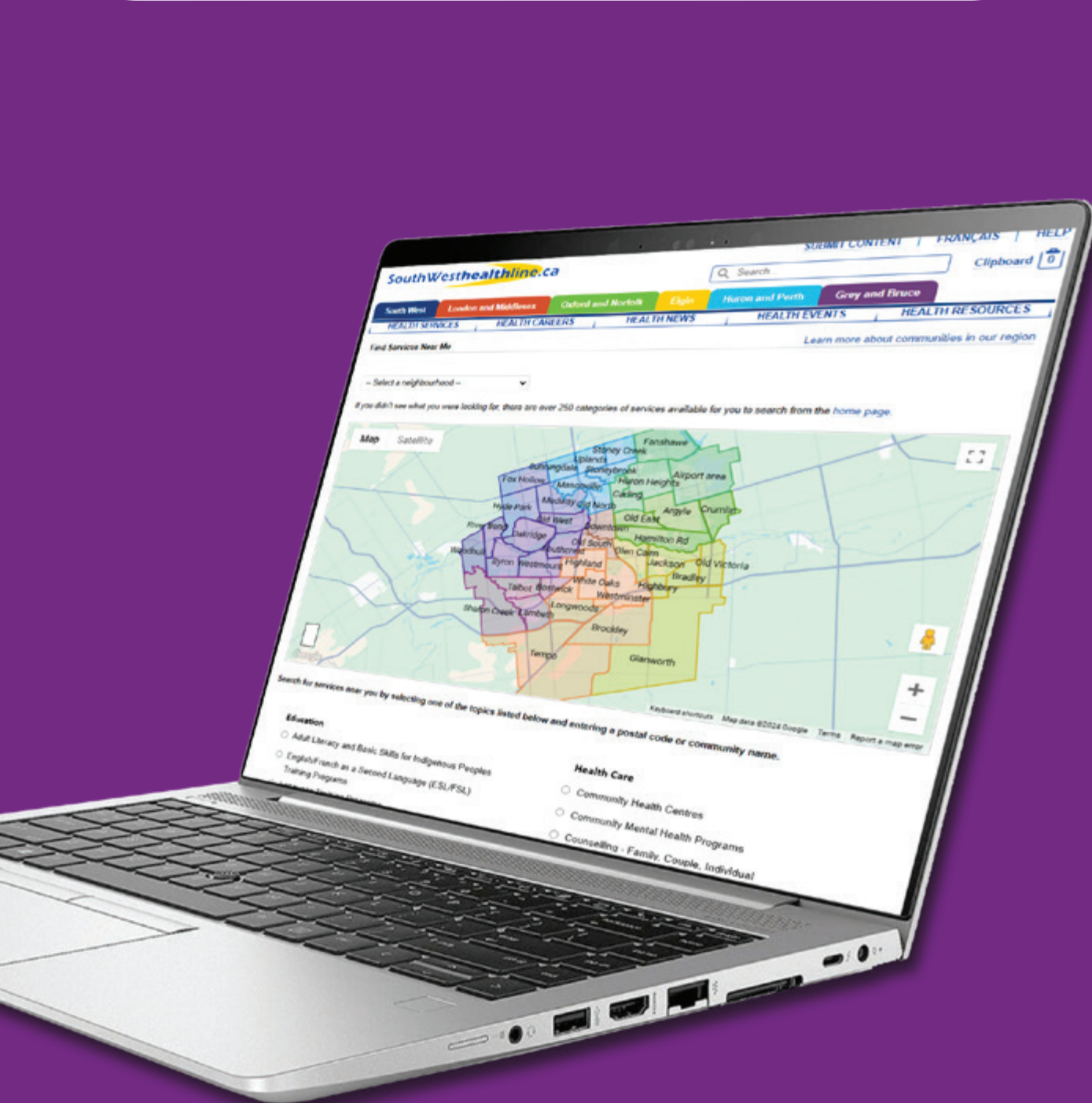


### 2025 accomplishments

- **1,879 visits** to Basic Needs Neighbourhood Search Tool since July 2025.
- **37 resources** included in the tool in the following categories:
  - Education and Literacy
  - Employment and Training
  - Financial Services and Support
  - Food
  - Housing
  - Health Care
  - Immigrant, Newcomer, and Refugees
  - Legal Action and Advocacy
  - Shelters, Drop-ins, and Outreach
  - Transportation
  - Soutien Francophone



**Visit [Informationlondon.ca/BasicNeeds](https://Informationlondon.ca/BasicNeeds)  
to search for basic needs support in London by neighbourhood  
or postal code.**



# Strategy 1: Improve equitable access to basic needs

## Action 1.2 Snack Bulk Bins in priority schools and neighbourhoods

### Outcomes

- Children and youth in priority schools have increased access to fresh fruits and vegetables.
- Youth and their families have increased knowledge of community food programs in their neighbourhoods.

### Partners

Glen Cairn Community Resource Centre, Type Diabeat-It, Northwest London Resource Centre, VON Middlesex-Elgin, The Salvation Army London Community Services, South London Neighbourhood Resource Centre, Urban Roots London, LUSO Community Services

### Action description

Access to fresh fruits and vegetables is crucial for food security and a growing concern for many Londoners. Rising food costs have worsened food insecurity, increasing the need for community food programs.

This action provided fresh, easy-to-eat fruits and vegetables to schools through the London Good Food Box Program, along with in-classroom education sessions facilitated by Type Diabeat-It.



### 2025 accomplishments

- Served an average of **17 schools** per month during the school year, reaching **33 unique schools** across 16 neighbourhoods, including nine priority neighbourhoods.
- Provided carrots, cucumbers, apples, oranges, and bananas to schools, typically lasting the school one week.
- Used produce in classrooms to supplement snacks/lunches, breakfast programs, nutrition bins.
- Type Diabeat-It delivered **12 in-classroom** Flavours of Empowerment sessions to Grade five classes across **seven schools**, reaching approximately 290 students.



“

**We have noticed that some kids who come into the office without any snacks are choosing fresh fruits or veggies instead of the granola bars.**

- School staff

”



“

**Our students are often hungry; the bins offer something to eat for a child who missed breakfast or has nothing for lunch. If our students are hungry, they simply cannot learn, this support is a vital step in meeting basic needs.**

- School staff

”

# Strategy 1: Improve equitable access to basic needs

## Action 1.3 Community Pop-up Market Information Guide

### Outcomes

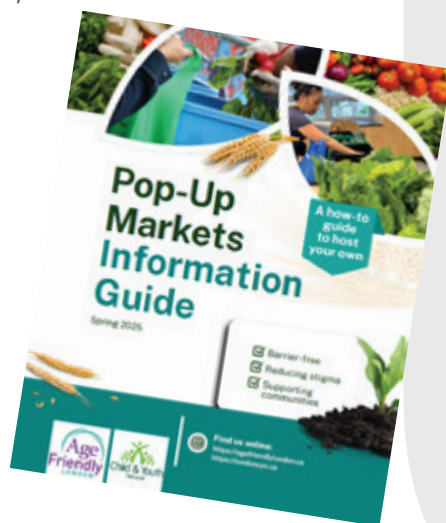
- Organizations have increased knowledge of community pop-up markets.
- Organizations have increased ability to host community pop-up markets.

### Partners

LUSO Community Services, South London Neighbourhood Resource Centre, Urban Roots London

### Action description

This action increased access to and awareness of community pop-up markets by developing a Guide for organizations to host markets. The Guide offers direction for running a successful pop-up market, featuring valuable insights, best practices, and strategies contributed by community partners and London residents. The Guide also equips organizations with essential tips and resources to plan and deliver effective, engaging markets.



### 2025 accomplishments

- Created the Pop-up Market Information Guide and shared with **17 Community Pop-up Market Organizers** from 2024 to 2025
- Conducted three focus groups with both market organizers and market participants to develop content:
  - One focus group included 11 individuals with lived experience
  - Two focus groups included 10 market organizers
- The Pop-up Market Information Guide includes information on:
  - Cost of hosting a market
  - Set-up and layout
  - Staffing and volunteers
  - Promotion and advertising
  - Intake and tracking
  - Seasonal eating
  - Distribution of produce
  - Community building
  - What to do with leftovers
  - Produce shelf life
  - Produce distributors and contacts





## Strategy 2: Improve access to essential skills supports

### Action 2.1 Community Tax Clinics

#### Outcomes

- More Londoners have access to tax support through the community tax clinics.
- Londoners experience reduced barriers to accessing tax filing support.
- Londoners have increased awareness of community tax clinics.

#### Partners

John Howard Society, Knollwood Church, London InterCommunity Health Centre, London Public Library, South London Neighbourhood Resource Centre, Community Volunteers

#### Action description

Community organizations host free tax clinics where volunteers complete tax returns for people with a modest income and a simple tax situation. Community tax clinics are run through the Canada Revenue Agency's Community Volunteer Income Tax Program (CVITP). Through this action, partners work together to increase the availability and accessibility of tax supports for low-income Londoners and newcomers through community tax clinics.



### 2025 accomplishments

- Increased the number of community tax clinics to **33 clinics** (up from 29 in 2024).
- Introduced five pop-up clinics in priority neighbourhoods and completed 196 returns.
- Provided tax filing support to an additional **53 low-income individuals** who were ineligible for CVITP through the Flex Fund pilot program.
- Hosted two meetings for **74 tax clinic volunteers**, where participants shared best practices and resources.
- Hosted a coordinator training session in November 2025 attended by **23 new and returning coordinators**.



“

Thank you so much for helping me with my taxes. I was feeling so overwhelmed about getting everything caught up. I'm so happy because now I get my child benefit every month.

- CVITP Client (South London Neighbourhood Resource Centre)

”



“

“The Age Friendly London Network and the Child & Youth Network stepped in to provide much needed support. With the advent of the Task Team, we are now taking that support to a new level, ensuring that our volunteers are given better training opportunities and meetings to network and review best practices. With new initiatives, that supportive community has expanded to the citizens of our city who benefit from our service.”

- Diane Macmillan, Community Volunteer

”



# Strategy 2: Improve access to essential skills supports

## Action 2.2 Financial Literacy Resources

### Outcomes

- Londoners have access to high quality and helpful financial literacy resources.
- Low-income Londoners are empowered with the tools and resources to make sound financial decisions.
- Londoners are aware of available financial supports in their neighbourhoods and across London.

### Partners

London Public Library, South London Neighbourhood Resource Centre, W.E.A.N. Community Centre, Community Volunteers, Meals on Wheels London, Glen Cairn Community Resource Centre, The Salvation Army London Community Services, Type Diabeat-It, LUSO Community Services, Northwest London Resource Centre, Alzheimer Society Southwest Partners, South London Neighbourhood Resource Centre

### Action description

Partners added a new Financial Literacy Resources section to the Basic Needs Neighbourhood Search tool. These resources did not previously exist on the Southwest Healthline website and the addition filled an important gap.




### 2025 accomplishments

- Engaged **13 partners** to create the Financial Literacy Resources section of the Basic Needs Neighbourhood Search tool.
- Added **12 new online resources**, many with multiple sub-resources.
- Distributed over **900 promotional materials** since the Basic Needs Neighbourhood Search tool launched in July 2025.



## Information London

Community Services Directory for London and Middlesex

 Search

FIND SERVICES

BASIC NEEDS  
NEIGHBOURHOOD  
SEARCH

HELP YOURSELF  
THROUGH HARD TIMES

AGE FRIENDLY LONDON

MEAL CALENDAR AND  
FOOD BANK LIST

### Financial Literacy Resources

[Prosper Canada](#) has created some excellent resources to help Canadians achieve financial well-being.

Click on the titles below for more information:

- [Benefits Wayfinder](#) - A guide to government benefits
- [Budgeting](#) - Learn about tracking your income and expenses
- [Benefits and Credits](#) - Information about common benefits and benefits for specific populations
- [Community Resources](#) - Resources available in your community
- [Saving and Investing](#) - Learn about the importance of saving, and different options for investing
- [Debt Management](#) - Get help with making a debt repayment plan
- [Fraud and Scams](#) - Stay safe and protect your finances
- [Goal Setting](#) - Learn how to make goals and stick to them

ABC Life Literacy Canada partnered with the Government of Canada and TD Bank Group to create Money Matters. The [free Money Matters Literacy Resources](#) are available in English, French, Spanish, Arabic, Simplified Chinese, and Punjabi.

There is also a [Money Matters for Indigenous People](#) series, and a [Money Matters for People with Diverse Abilities](#) series.

## Strategy 2: Improve access to essential skills supports

### Action 2.3 Update the Food Families program

#### Outcomes

- The Food Families program content is diverse, modern, and supports inclusive, flexible delivery of information.
- Food Families participants gain food knowledge, confidence, and skills.

#### Partners

Growing Chefs! Ontario, Igbo Association of London and Area, LUSO Community Services, Middlesex-London Health Unit, Northwest London Resource Centre, The Salvation Army London Community Services, South London Neighbourhood Resource Centre, Type Diabeat-It, VON Middlesex-Elgin

#### Action description

Food Families is a longstanding food literacy and education program, created by the CYN. There was a need to update program content and expand the program through outreach and engagement with equity-denied groups and underserved populations. The update modernized the Food Families program, introducing content that reflects the ethnic and cultural diversity in London, content specific to various dietary needs, and restructuring the program to allow facilitators to choose the modules that best suit the needs and interests of participants.



#### 2025 accomplishments

- Updated all 11 original Food Families modules, merging and refining content to produce **eight streamlined, user-friendly modules**.
- Refined or added **46 recipes**.
- Created or updated **24 evaluation tools**, including participant and facilitator surveys.
- Delivered **19 pilot sessions** in partnership with four community organizations across three partner organizations, with each session testing a different module.
- Engaged 76 unique participants in the pilot program.

“

**I wish to express my most sincere and profound gratitude for the incredible opportunity to participate in the cooking program. The knowledge imparted in food preservation, handling and smart shopping has been an invaluable gift for my daily life.**

”

– Beatriz, Food Families Pilot Participant



“

**The program gives families the chance to learn together, try new foods, and build connections. The updated materials were easy to understand, even for newcomers, and many participants were surprised by how much they enjoyed recipes they would not have tried on their own.**

”

– Nicole, Community Ministries Program Lead,  
The Salvation Army London Community Services

## Strategy 2: Improve access to essential skills supports

### Action 2.4 Literacy Programs in London Guide

#### Outcomes

- Londoners are aware of available literacy programs and courses.
- Organizations have the necessary resources to refer their clients to literacy programs.

#### Partners

Fanshawe College, Learning Disabilities Association – London Region, Literacy Link South Central, London Public Library, Northwest London Resource Centre

#### Action description

Essential literacy skills refer to the foundational abilities necessary for individuals to effectively comprehend, communicate, and interact in a variety of contexts. Essential literacy skills include reading, writing, numeracy, digital literacy, and language development.

This action strengthened awareness and access to literacy programs by updating, distributing and promoting the Literacy Programs in London Guide.



### 2025 accomplishments

- Consulted **68 organizations** to verify and update program and contact information for the Literacy Programs in London Guide.
- Distributed over **2,000 Program Guides** across London.
- Webpages hosting the Guide received a combined **720 visits**, with downloads of the Arabic (215), French (203), and Spanish (198) versions.
- Promoted the Guide across London Public Library's social media platforms.
- Generated **12,547 impressions** across all social media platforms.

**Access the Literacy Programs Guide at  
[londoncyn.ca/literacyguide](https://londoncyn.ca/literacyguide)**

The Guide is available in English, French, Spanish, and Arabic.



## LITERACY PROGRAMS IN LONDON GUIDE

Literacy skills are important at every age, and impact your ability to learn new skills, build independence, stay healthy and get a job. At different stages of development, literacy skills include reading, writing, verbal communication, digital skills, and numeracy. The programs below can help children, youth and adults develop those skills and more.



### SUPPORTS FOR ALL AGES

#### Neighbourhood Resource Centres

Crouch Neighbourhood Resource Centre	crouchnrc.org	(579) 642-7630
Glenn Community Resource Centre	gcrc.ca	(579) 666-2745
LUISO Community Services	luisocentre.org	(579) 452-1466
Northwest London Resource Centre	nwlr.ca	(579) 471-8444
South London Neighbourhood Resource Centre	slnrc.org	(579) 686-8600

#### EARLY YEARS (0-4)

La Ribambelle (ON y va program)	laribambelle.ca	(579) 472-3774
London Children's Museum	londonchildrensmuseum.ca	(579) 434-9726
London Public Library	lpl.ca/children	(579) 661-4100
Merrymount Family Crisis Centre	merrymount.on.ca	(579) 434-4144
N'Amerind Friendship Centre	namerind.on.ca	(579) 672-0131
TVCC (formerly Thames Valley Children's Centre)	tvcc.on.ca	(579) 685-8100

#### SCHOOL AGE YEARS (4-12)

BCC London	bcclondon.ca	(579) 434-9134
Centre communautaire francophone de London	ccflondon.ca	(579) 673-7177
Investing in Children	investinginchildren.on.ca	(579) 433-8196
La Ribambelle	laribambelle.ca	(579) 472-3774
Learning Disabilities Association of London Region	ldalondon.ca	(579) 438-4103
London Children's Museum	londonchildrensmuseum.ca	(579) 434-9726
London Public Library	lpl.ca/children	(579) 661-4100
Merrymount Family Crisis Centre	merrymount.on.ca	(579) 434-4144
N'Amerind Friendship Centre	namerind.on.ca	(579) 672-0131
TVCC (formerly Thames Valley Children's Centre)	tvcc.on.ca	(579) 685-8100

#### YOUTH (13+)

BCC London	bcclondon.ca	(579) 434-9134
Centre communautaire francophone de London	ccflondon.ca	(579) 673-7177
Investing in Children	investinginchildren.on.ca	(579) 433-8196
Learning Disabilities Association of London Region	ldalondon.ca	(579) 438-4103
London Public Library	lpl.ca/teens	(579) 661-4100
N'Amerind Friendship Centre	namerind.on.ca	(579) 672-0131
Northwest London Resource Centre	nwlr.ca	(579) 471-8444
South London Neighbourhood Resource Centre	slnrc.org	(579) 686-8600
Youth for Christ	yfc london.com	(579) 686-0191

For information on specific programs, please contact the organization. All of the listed programs are free or subsidized.



## THE LITERACY PROGRAMS IN LONDON GUIDE



Free and subsidized literacy programs for all ages.

[londoncyn.ca/literacyguide](http://londoncyn.ca/literacyguide)



“

The updated Literacy Programs in London Guide is the result of several community organizations working with the Age Friendly London Network and the Child & Youth Network on a shared goal: Helping everyone in our community build the strong literacy skills they need at every age. By combining our knowledge and experience, we've created a resource that connects people to programs and programs to the people who need them most.”

”

- Summer Burton, Executive Director,  
Literacy Link South Central

## Strategy 3: Improve access to and awareness of system navigation supports

### Action 3.1 System Navigation Training

#### Outcomes

- System navigators in a variety of community settings have increased awareness of available tools to support individuals and families.

#### Partners

Childreach, Alzheimer Society Southwest Partners, South London Neighbourhood Resource Centre, Northwest London Resource Centre, St. Leonard's Community Services, Children's Hospital at London Health Sciences Centre

#### Action description

Community Connectors at Family Centres undergo comprehensive system navigation training, equipping them to guide individuals and families to the right resources and supports. This training streamlines access to services for Londoners.

To expand this impact, a generalized version of the training was offered to frontline workers across a variety of community settings and organizations, increasing awareness of system navigation.



#### 2025 accomplishments

- Completed **three general training sessions** and **one Train-the-Trainer**.
- **39 participants** trained through general Supporting System Navigation Training.
- **30 service providers** reported increased awareness and access to system navigation tools.
- **7 participants** completed the Train-the-Trainer session to bring back the training to their organizations.
- **Two sessions** on Understanding Violence & Trauma-informed Practice facilitated by Anova with **46 participants**.

“

**It was very informative. I can't find one thing to suggest to make it better- It is the best! The speakers were gentle and compassionate.**

”

- Training participant



**SUPPORTING SYSTEM NAVIGATION**

“

**“I thoroughly enjoyed this workshop and all the people I have met as well! All information felt relevant and the space felt welcoming. Thank you!”**

”

- Training participant

# AFLN and CYN Resource Bags

Network members, residents, and community groups can request resource bags from AFLN and CYN. Each resource bag contains helpful information about local programs and services, as well as other useful information for children, youth, families, and older adults.

## Request an AFLN or CYN Resource Bag



Email [agefriendlylondon@london.ca](mailto:agefriendlylondon@london.ca)  
to request a bag with information  
for older adults.



Email [cyn@london.ca](mailto:cyn@london.ca)  
to request a bag with information for  
children and youth.

**In 2025, the Networks distributed over 600 resources bags  
to the community that included over 3,600 resources.**



# Inclusion and Belonging





# Strategy 1: Implement inclusive, accessible, and equitable community engagement practices

## Action 1.1 Engagement Best Practice Outreach Plan

### Outcomes

- Service providers have access to comprehensive engagement resources and best practices.

### Partners

London Public Library, Learning Disabilities Association of London Region, All Kids Belong/ Merrymount, La Ribambelle, Northwest London Resource Centre

### Action description

Community engagement practices play a crucial role in facilitating connections between organizations and the individuals they serve, as well as with the broader community. It is essential to identify gaps in current services and to disseminate best practices among service providers to enhance the inclusivity of these engagement efforts.

Partners built a virtual resource library focused on engagement best practices. Next, partners will pilot an equitable outreach strategy that supports service providers and practitioners in strengthening their community development efforts.



### 2025 accomplishments

- **180 resources** included in the virtual catalogue.

“

**“It is a big pleasure to be a part of the Community Action Team meetings as a resident of the Westminster area. It’s important to be linked and connected with the community, organizations and the services around you and this meeting provides that for me and my family.”**

- Community Action Team Participant

# Strategy 1: Implement inclusive, accessible, and equitable community engagement practices

## Action 1.2 Lived Experience Fund

### Outcomes

- Persons with lived experience have increased opportunities to contribute to decision making and take on leadership roles.
- Persons with lived experience feel better supported to participate and contribute to the community

### Partners

United Way, Community Living London, Ontario Student Nutrition Program-VON Middlesex-Elgin, Northwest London Resource Centre, South London Neighbourhood Resource Centre

### Action description

Including persons with lived experience in planning and decision making is essential to the creation of inclusive programs, policies, and services. This Action supports AFLN and CYN member organizations to engage in capacity-building, training, leadership, and consultation with persons with lived experience. The goal of this engagement is to improve decision-making, policy, programs, and services for Londoners.



### 2025 accomplishments

- **307 persons** with lived experience engaged.
- **9 organizations** supported.



## Strategy 2: Foster inclusive community hubs and spaces

### Action 2.1 Mental Health First Aid and Dementia Friendly Training

#### Outcomes

- Community partners are better equipped to make community spaces inclusive for Londoners.

#### Partners

Alzheimer Society Southwest Partners, South London Neighbourhood Resource Centre, Northwest London Resource Centre

#### Action description

Community partners, especially frontline workers, staff, and volunteers, need support to create inclusive community spaces where everyone feels welcome and supported. Through this action, AFLN and CYN members have access to training and educational opportunities that improve their ability to make community space, programming, and workplaces inclusive, accessible, and welcoming to all.

#### Mental Health First Aid Training

Mental Health First Aid Training equips community partners especially frontline workers, staff, and volunteers with the knowledge and skills to recognize signs of mental health challenges and provide supportive, non-judgmental assistance. The training helps participants respond to crises, guide individuals toward appropriate professional help, and contribute to safer, more inclusive community spaces.



#### 2025 accomplishments

- **24 individuals** from **22 organizations** trained and certified in Mental Health First Aid.

“

**“I found the session on supporting people with dementia very insightful. I realized that there are many ways we can make their lives easier and help them feel supported and included.”**

**- Training Participant**

## Dementia Friendly Training

Dementia Friendly Training supports community partners, especially frontline workers, staff, and volunteers to build the knowledge and awareness needed to create inclusive, welcoming spaces for people living with dementia.

Through interactive activities and practical examples, the training helps participants understand the everyday experiences of individuals with dementia and how to provide empathetic, respectful support.



### 2025 accomplishments

- **Three training sessions** completed with two neighbourhood resource centres.
- **33 individuals** trained.
- Participants leveraged training to develop dementia-friendly action plans for their workplaces.



“

“Thank you for providing great learning and insights. Some pieces were a much-appreciated refresher. It was valuable for group sharing and insights as well as to build perspective and see how this material is applied.”

- Training participant

## Strategy 2: Foster inclusive community hubs and spaces

### Action 2.2 Age Friendly London Conference

#### Outcomes

- Older adults are informed about community resources and services.
- Older adults know how to get involved in AFLN.

#### Partners

City of London – Recreation and Sport, BGC London, Horton Street 50+ Centre, Alzheimer Society Southwest Partners, Third Age Outreach, Cheshire London, Community Volunteers

#### Action description

The Age Friendly London Conference is a popular annual event that provides older adults, service providers, and caregivers with useful information and resources related to social participation, wellbeing, health, local services, and other topics of interest.



#### 2025 accomplishments

- **300 older adults** attended the conference.
- **46 exhibitors** attended the conference.
- **38% first time** attendees.
- **97% of older adult respondents** reported being better informed about community resources.
- **100% of exhibitors** rated their experience as Excellent or Good.

“

**“The event was well organized, with great speakers and an amazing keynote, full of laughs, wisdom, and genuinely valuable learning. I left feeling inspired and glad to have been there.”**

- Participant





“

“The keynote was incredibly engaging and informative, and I loved learning from the speakers and hearing about other service providers. There were so many valuable conversations with seniors and support services, and it was great to connect with such a large and diverse group of attendees.”

- Exhibitor

# Strategy 3: Create opportunities for social participation

## Action 3.1 Intergenerational Programs

### Outcomes

- Relationships and friendships between older adults and younger generations are strengthened.

### Partners

Family Centre Carling-Thames, Childreach, Health Buddy, Investing in Children, Family Centre Fox Hollow, London Public Library, VON Middlesex-Elgin, South London Neighbourhood Resource Centre, Family Centre Argyle, Oakcrossing Retirement Living

### Action description

Intergenerational opportunities contribute to inclusion and belonging by creating meaningful connections between people of different generations and encouraging mutual understanding.

Partners ran intergenerational programs across six Family Centres, fostering meaningful connections between children and older adults, sparking curiosity, friendship, and mutual learning.

Programs included playgroups at Kensington Village, Westminster, Abundant Life Church, Chelsey Park Retirement, and Kiwanis Seniors Centre, as well as creative baking sessions at Rowntree Memorial Church. These activities give children and older adults opportunities to share experiences, learn from one another, and enjoy moments of laughter, strengthening bonds across generations, and contributing to a more inclusive, connected community.



### 2025 accomplishments

- Engaged **596 participants** in intergenerational programs, including 246 children and 350 adults.
- Nshwaasnangong Family Centre hosted intergenerational activities for over **1,300 participants**.
- Strengthened connections between children and older adults through programs at **six Family Centres**. Replenished Intergenerational Activity Bins with games, books, puppets, instruments, crafts, guides, gift cards, and surveys.
- Created program resources shared with Community Connectors at all the Family Centres.





“

“During a visit to the Kiwanis Seniors Centre, a group of families wandered over to a stained-glass class happening down the hall. The seniors welcomed them in, showing their colourful pieces and chatting with the children. It was a simple moment, but the room was filled with warm conversation and an easy connection.

The following week, one of the seniors walked over to the family program to share something with them. They handmade stained-glass ornaments with the child’s name. The families were amazed they remembered them. What began as a brief visit became a meaningful and unexpected connection!”

- Participant

# Strategy 3: Create opportunities for social participation

## Action 3.2 Implement Leisure Buddies Program

### Outcomes

- Leisure Buddy participants feel supported to participate in social and recreational programs.
- Older adults are able to access meaningful social activities.

### Partners

South London Neighbourhood Resource Centre, Alzheimer Society Southwest Partners, Third Age Outreach, Horton Street 50+ Centre, Meals on Wheels London, Oakcrossing Retirement Living, London Health Sciences Centre

### Action description

There are a variety of social activities available to older adults in London. However, many older adults experience barriers and have reported an increased feeling of social isolation. Some older adults require additional support to participate in social activities.

Leisure Buddies is a program where an older adult is matched with a volunteer or “buddy” to attend a social or recreational program together. Through this action, partners are working together to run a pilot of the Leisure Buddies program and assess the program’s impact on both participants and volunteers.



### 2025 accomplishments

- Program currently has 27 volunteers, 24 participants, and 18 active matches.
- Matches are connected to community programming through the Kiwanis and Hamilton Road Seniors’ Centres, Horton Street 50+ Centre, London Public Library, and various other recreational locations.





# Strategy 3: Create opportunities for social participation and inclusion

## Action 3.3 Implement Youth-led workshops and skill-building opportunities

### Outcomes

- Youth participants have stronger peer connections and a greater sense of belonging among participants.

### Partners

Young London, South London Neighbourhood Resource Centre, BGC London, Northwest London Resource Centre, Glen Cairn Community Resource Centre, Investing in Children, Pillar Nonprofit Network, Cross Cultural Learner Centre, London Public Library

### Action description

Youth often struggle to feel socially connected and engaged. Through this action, partners have been hosting regular youth workshops and events that focus on topics of interest that are identified by youth. Youth workshops have been delivered regularly throughout the year, offering meaningful opportunities for young people to connect, share their experiences, advocate for their needs, and take on leadership roles.

Following feedback from youth about their interests, partners hosted an event at City Hall in May 2025 that strengthened youth confidence and capacity to engage with their municipality.



### 2025 accomplishments

- **151 youth participated** in workshops throughout the year, on topics including leadership, ethics, employment and NextGen workplaces, wellbeing, public policy, and more.
- **40 youth** participated in event at City Hall.
- **83% of youth** understood more about the roles of councillors and committees.
- **86% of youth** felt more confident attending meetings at City Hall.
- **90% of youth** reported learning about a new career or volunteering opportunity at the City of London.
- **83% of youth** met someone who inspired them to learn more or get involved.

“

“I am a youth who is deeply invested and interested in municipal politics and community engagement. The City Hall 101 event gave me an opportunity to see the inner workings of municipal politics, and made it seem plausible to be involved within the community. Before, I believed that being part of local politics would be difficult and almost impossible, but an event like this really makes me consider pursuing something further in this field.”

- Youth participant



“

“I was surprised by how many opportunities are available through the City, and the amazing things local leaders are coming up with. It gives a piece of hope for change and community involvement.”

- Youth participant

## Strategy 3: Create opportunities for social participation and inclusion

### Action 3.4 Support youth and older adult volunteers

#### Outcomes

- Youth and older adults are more aware of available volunteer opportunities.
- Youth and older adult volunteers feel more engaged and supported in accessing volunteer opportunities.

#### Partners

Pillar Nonprofit Network, Alzheimer Society Southwest Partners, Investing in Children, Third Age Outreach, The Salvation Army London Community Services, London Public Library/ London Volunteer Administrator Association, South London Neighbourhood Resource Centre, Young London, Cross Cultural Learner Centre

#### Action description

Volunteerism is a valuable avenue for building skills and social connections. Youth and older adults in particular stand to benefit from these opportunities, yet they often face barriers to getting involved. This action will support organizations that host volunteers by providing insight into the volunteer experience through community consultations and targeted volunteer surveys.



#### 2025 accomplishments

- **20.5K visits** to the AFL Volunteer Page, up from 16K in 2024.
- **12 organizations** participated in volunteer recognition.
- **25 youth and older adults** participated in community consultations.
- **162 older adults** consulted on volunteer attitudes and experiences.





**Find Age Friendly volunteer opportunities at  
[www.london.ca/agefriendly](http://www.london.ca/agefriendly) or call 519-661-2489 ext. 8765.**

# Thank you!

Thank you to all the Working Group and Governance Table members and to all the Londoners who contribute their time and knowledge to the Networks!

Alzheimer Society  
SOUTHWEST PARTNERS

 **bgc** London

**CNIB**  
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 **CCFL** Carrefour Communautaire  
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*child***REACH**

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 **Literacy Link**  
South Central

 **London Children's Connection**  
www.lcc.on.ca

 **London Health Sciences Centre**

 **Children's Hospital**  
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 **MIDDLESEX LONDON**  
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**Oakcrossing Retirement Living**  
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 **osnp** ontario student  
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