



Connecting with Local Officials About NORCs

Does your community have everything it needs to support aging in place? Are there particular issues standing in the way that perhaps a conversation with your local elected officials can help resolve? Or are you looking to raise awareness of the positive impact your aging in place work is having within the local community?

Whatever the reason might be, connecting with your elected officials about your NORC community is easier than you think.

How to find your local councillor or MPP

The City of Toronto has made it easy to find who your local Councillor is! Click on the following [website](#), input your address and find your councillor and their contact information.

If you don't live in the City of Toronto and want to find your local Councillor, visit your municipality's official website to find your council member by your ward or address.

You can find who your local Member of Provincial Parliament in Ontario by clicking on the following [website](#). By inputting your address and postal code, you can find your MPP's name and contact information.

If you don't live in the province of Ontario and want to find your Member of Provincial Parliament, visit your province's Members of the Legislative Assembly webpage.

Not sure whether you're experiencing a municipal or provincial-level issue?

You can use the chart below to help identify what level of government is responsible for different policy areas in Canada.

You can reach out to your local Councillor to discuss anything under the "Municipal Government" column. For anything under the "Provincial Government" column, you'll need to reach out to your Member of Provincial Parliament, commonly referred to as MPPs.

Division of Powers

Federal Government	Provincial Government	Municipal Government
• Defence • Foreign affairs • Criminal law • Peace, order & good government • International & interprovincial trade • Banking & currency • Postal service • Employment insurance • Indigenous land & rights • Residual powers • Shipping, railways, telephones & pipelines • Federal taxes	• Health care delivery & hospitals • Education • Social assistance • Natural resources • Highways • Administration of justice	• Transit • Local Roads & sidewalks • Public health • Snow removal • Waste & wastewater & other utilities • Parks, recreation & culture • Property taxes • By-laws • Local planning & Development • Libraries • Police & fire stations



Ways your councillor or local representative may be able to support

Having a local representative on your side can be a big help. They are likely well-known and respected in the community, which can help build trust and credibility for your initiative.

They may also be able to use their connections to gather resources—whether volunteers, materials or grants—to support your efforts.

Getting strong local support can help ensure your initiative continues to grow.

Generally speaking, representatives want to learn about and be part of great things happening in their communities, so information about what you are doing and a request to join you in your change efforts may be received warmly!

For example, in the winter of 2023, the City of Toronto passed a motion to support NORCs (Naturally Occurring Retirement Communities). This motion passed unanimously, so your local Councillor in Toronto probably supported it and might be interested in learning more about your NORC initiative.

Local Representatives Can...

- **Attend Events:** They can attend your events to show their support and engage with the community directly.
 - *Example: A local representative attending a community meeting or social gathering can boost attendance and grow support and participation in your initiative.*
- **Write Support Letters:** They can sign letters of support to endorse your initiative.
 - *Example: A letter from a local representative to potential funders or partners can add significant weight to your proposals.*
- **Advocate for Change:** They can push for necessary changes within the government that benefit your initiative.
 - *Example: Advocating for zoning changes or funding allocations that support the development of NORCs.*
- **Share Your Story:** They can share information about your work with their constituents and other officials through newsletters, social media, or other channels.
 - *Example: Featuring your NORC initiative in their monthly newsletter or social media updates to increase visibility and community engagement.*

Key Messages About NORCs

NORC Talks participants have requested messaging about NORCs that they could use to communicate with their local representatives, so we've compiled some here.

- Naturally Occurring Retirement Communities (NORCs) are geographical areas that naturally house a high number of older adults. There are 489 buildings in Toronto where at least 30% of the residents are 65+ years old accounting for over 70,000 older adults.
- In Ontario, more older adults live in NORC buildings than in long-term care and retirement homes combined.
- The UHN NORC Program leverages the natural density of NORCs to provide a range of health and social services to support older adults to age in place.
- The UHN NORC Program is structured to respond to local community needs and collaborate closely with community partners, focusing on older adult leadership, agency and choice.
- Evidence shows that NORC programs can improve access to health services & preventive care, improve health outcomes, delay admission to long-term care homes and improve overall social well-being.

Additional resources that may be supportive

- **Ontario NORC Fact Book:** The [Naturally Occurring Retirement Communities in Ontario Fact Book](#) presents the updated registry, showing where NORCs are located across the province and how this data can inform aging in place planning, policy, research, and place-based health and social supports.
- **NORC Policy Paper:** Our policy paper "[It's Time to Unleash the Power of NORCs in Canada](#)," provides additional context about NORCs and policy recommendations for all levels of government.
- **Home Care + NORCs:** Our paper "[A Home Care Model for Naturally Occurring Retirement Communities in Ontario](#)," explores how a NORC-based home care model can create 20% more service hours with the same workforce, improving the experience for home care recipients, their caregivers, and PSWs.
- **NORCs + Transit:** Our paper "[Improving Transit Accessibility Around NORCs](#)," outlines recommendations for the City of Toronto to improve transit accessibility around NORCs.
- **NORCs + Toronto's Seniors' Strategy:** Our paper, "[Aging in a Vertical City](#)," developed in collaboration with Toronto Metropolitan University's School of Urban & Regional Planning, outlines recommendations for the City of Toronto to consider as they develop their third Seniors' Strategy