



AGE-FRIENDLY NEEDS ASSESSMENT

Town of Hanover | 2016

EXECUTIVE SUMMARY

“A society for all ages is **multi-generational**. It is not fragmented with youths, adults and older persons going their separate ways. Rather, it is **age-inclusive**, with different generations recognizing and acting upon their **commonality of interest**.”

Kofi Annan, Former Secretary General, United Nations



In 2015, the Town of Hanover was awarded a community grant by the Province of Ontario's Seniors' Secretariat with a mandate to conduct a needs assessment of the Town's built environment and social programs and services. Ultimately, the needs assessment will inform the development of an age-friendly action plan that will highlight Hanover's strengths and, more importantly, underscore community assets and programs that ought to be strengthened.

Hanover's age-friendly assessment work is consistent with similar initiatives throughout Ontario, and with the World Health Organization's (WHO) international efforts to help communities prepare for the unavoidable aging of both urban and rural populations. The WHO's assessment framework identifies eight key components or 'domains' of an age-friendly community, and are the foundation for the Ontario Government's needs assessment framework – i.e. Outdoor Spaces and Public Buildings, Transportation, Housing, Social Participation, Respect and Social Inclusion, Civic Participation and Employment, Communication and Information, Community and Health Services.

Data was collected from older adult residents of Hanover through two community workshops held in November 2015 and 2016, focus groups conducted between February and June 2016, and surveys distributed throughout the community between July and August 2016. The feedback collected through these channels provided baseline data to work from and established key areas of importance to members of the Hanover community.

Four key findings have been identified:

1. Public Space Accessibility: Hanover's public spaces and buildings are accessible and well maintained. Efforts to improve the Town's walkability include providing (more) benches along major roadways, and extending pedestrian crossing times at signalized intersections.

2. Social Support: The strength of many rural communities resides in the capacity of residents to provide mutual support for everyday tasks, and convey information through informal communication channels. Enhancing opportunities for inter-generational interaction and reaching out to residents that are at risk of social isolation were identified as key gaps in Hanover's social infrastructure.

3. Specialized Services: The home and neighbourhood environment present significant challenges as people age and constrain an individual's capacity to age-in-place. Participants singled out home maintenance and voluntary transportation services as critical and needed initiatives to maintain senior independence.

4. Information and Communication: Seniors' programs and services are provided by a wide array of agencies that, in turn, communicate through multiple, independent channels. The tangle of information that results means that Hanover's older adults are often unaware of the full extent of support programs and services.

Based on these findings, this report provides several recommendations to support the development of an age-friendly action plan. The recommendations are not provided according to any priority ranking. It is essential that assessment of the feasibility of each recommendation, prioritization and identification of project leads, partner organizations, and implementation timeframes be conducted by an age-friendly advisory committee appointed by Hanover Council, which consists of residents, business representatives and elected officials.



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INTRODUCTION

Age-Friendly Communities (AFC) is an international movement initiated by the World Health Organization (WHO) in response to global ageing and urbanization. An AFC provides a physical, social and service environment that enables older people, and all ages, to live in security, enjoy good health and participate in society. It promotes inclusion and values the contribution of older adults in all areas of community life, respects older adults' decisions and lifestyle choices, and anticipates and responds flexibly to ageing and its related needs and preferences.



In 2015, the Town of Hanover received an age-friendly community planning grant from the Province of Ontario (Ontario Seniors' Secretariat), to support the development of an age-friendly action plan. In collaboration with a Waterloo-based consulting firm (Vidyā Inc.), Hanover staff have reached out to the town's older adults to gauge their perceptions of Hanover's 'age-friendliness' and quality of life for its senior population. Through a community forum held in November 2015, focus groups and a community survey, Hanover's senior residents have clearly conveyed that Hanover is an age-friendly community but, as is the case with communities throughout Ontario, there are aspects of the town's built and social infrastructure that can be addressed to improve Hanover's capacity to support healthy and active aging.

The following report documents the results of a one-year needs assessment process and provides explicit recommendations for the consideration of Hanover's Council and staff. Moving forward, Hanover's age-friendly initiative needs to be driven by the support of Mayor and Council, and the energy and commitment of Hanover residents, as it is the community that will implement the recommendations of this needs assessment and will be the ultimate beneficiaries. In addition, the Town of Hanover ought to consider preparing an application to the World Health Organization's Network of Age-Friendly Communities. Although network membership will not certify the Town as an age-friendly community, it will provide staff and residents with invaluable access to knowledge and perspectives on how to sustain age-friendly initiatives from communities throughout Canada and the world.

Hopefully, this initiative will trigger a new public conversation within the Town of Hanover. New ways of collaborating between Hanover's residents and government officials will need to be crafted, which will have an immense impact on all residents of Hanover.

DEMOGRAPHICS

For communities throughout Ontario, the growing proportion of ageing residents presents significant opportunities as well as challenges. An ageing population is an opportunity because older adults are often committed, long-term residents of their communities who contribute time, energy and wealth of experience to local projects and organizations. The challenge rests in the growing observation among older people, community planners, social workers, gerontologists, health care practitioners and local decision and policy makers that many of the communities in which we live can be difficult environments in which to age. For instance, multistoried suburban homes built on large lots that were originally planned for young families become increasingly difficult to maintain and are often isolated from the commercial, recreational and social services required by ageing residents who may no longer drive. Moreover, the physical, sensory, cognitive and chronic health impairments that often accompany the ageing process can conflict with spaces that were not designed with an older body in mind. In general terms, the demographic reality and challenges associated with Ontario's and Hanover's ageing population can be summarized as follows:

National Demographics

- Between 2006 and 2011, Canada's population aged 65 and over grew by 14%.
- In 2011, 15% of Canada's population was aged 65 and over.
- By 2026, the dependency ratio (the proportion of non-working age Canadians per 100 employed Canadians) is projected to be 70.9%.

Provincial Demographics

- Between 2006 and 2011, Ontario's population of residents aged 45 and older experienced positive growth. During the same period, the number of Ontario residents between 5 and 14 years and 35 to 44 years declined.
- By 2036, the Ministry of Finance projects that 23.4% of Ontario's population will be 65 years or older.
- By 2036, approximately 15% of Ontario's population will be 14 years or younger.

Local Demographics

- Between 1996 and 2011, Hanover's population grew 8.6%.
- Between 1996 and 2011, the proportion of Hanover's 65+ population grew 21.2%. During the same period, Hanover's child/youth population (0-19 years) declined 12.5% (Table 1).

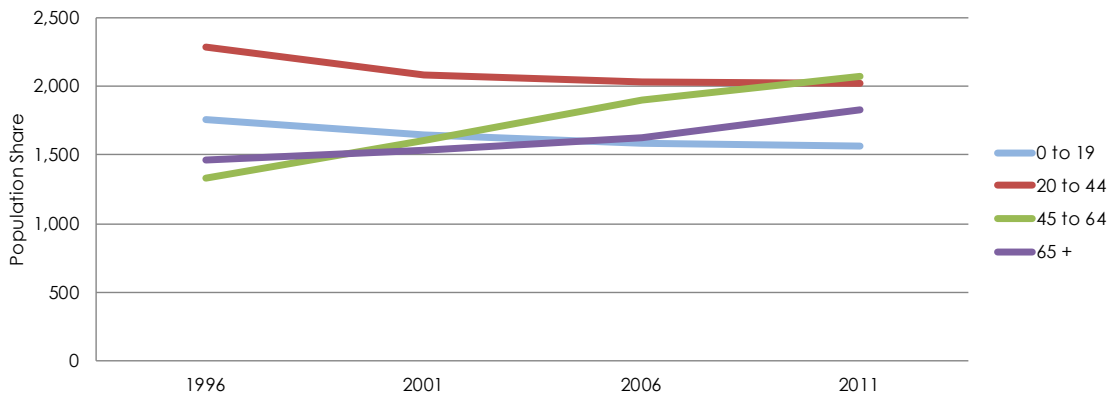
Table 1: Hanover Population Characteristics

	1996	2001	2006	2011
0 to 19	1,760	1,645	1,585	1,565
20 to 44	2,285	2,080	2,035	2,020
45 to 64	1,335	1,605	1,900	2,075
65+	1,460	1,535	1,625	1,830
Total Population	6,844	6,869	7,147	7,490

Source: Statistics Canada Community Profiles from the 1996, 2001, 2006 and 2011 censuses.

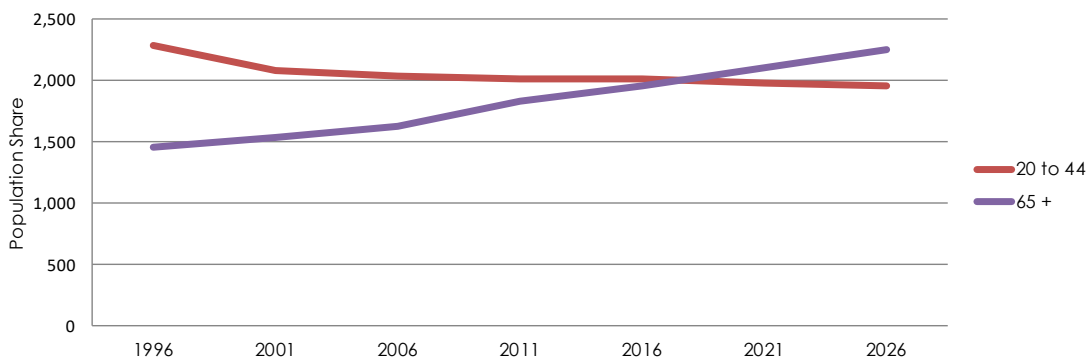
- Between 1996 and 2011, the proportion of children, youth and young adults (0-19 and 20-44) within Hanover has been declining. Over the same period the proportion of middle-aged adults (45-64) and seniors (65+) has been increasing. Consistent with province wide population aging, these trends are likely to continue over the coming 10 to 15 years as the baby boomer cohort (65+) ages (Figure 1).
- Should current population trends persist, the population of older adults in Hanover will likely exceed the young adult (20-44) population (Figure 2).

Figure 1: Hanover Population by Age Group



Source: Statistics Canada Community Profiles from the 1996, 2001, 2006 and 2011 censuses.

Figure 2: Hanover Population Projection (20-44 and 65+)

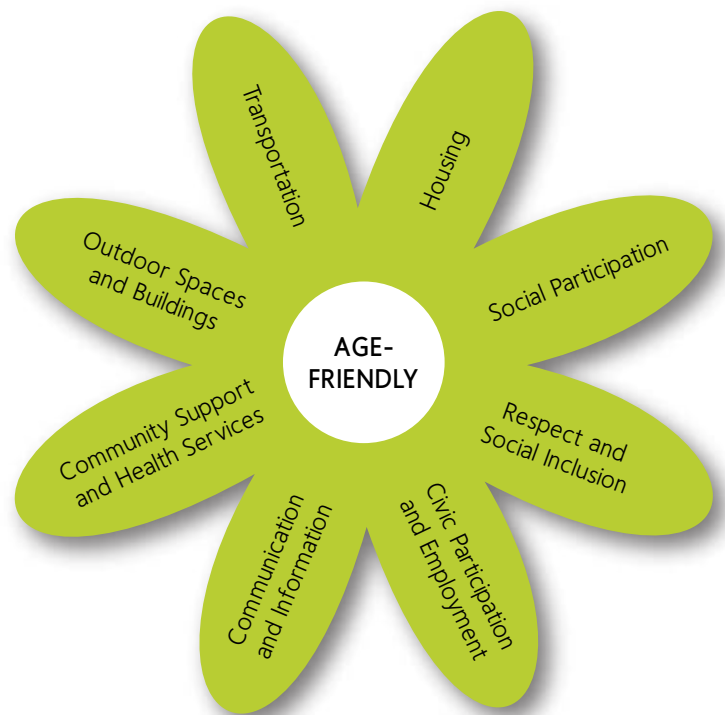


Source: Statistics Canada Community Profiles from the 1996, 2001, 2006 and 2011 censuses.

Note: Population projection prepared using least squares regression.

AFC DEFINED

How to measure a community's age-friendliness, and how satisfied a community's older residents are with the physical and social environment are questions of growing interest to local policy makers. On the one hand, this interest is a recent and perhaps belated acknowledgement of the "senior surge" or "silver tsunami" that is occurring in urban and rural communities. On the other, it is also an acknowledgement that there is little consensus and therefore guidance from gerontologists, social workers and urban planners regarding the definition, components of, or strategies for creating an Age-Friendly Community. Several initiatives have sought to document the characteristics that older adults identify as most important in sustaining a high quality of life in their communities. The most publicized is a program initiated by the World Health Organization (WHO) in 2006, which led to the definition of an Age-Friendly Community as one that "encourages active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age." Based on this definition, the WHO has described the characteristics of an Age-Friendly community according to the following 8 factors or domains:



i. Outdoor Spaces and Public Buildings: Feelings of personal safety can have a significant impact on the daily lives of older people. A neighbourhood environment that is unsafe diminishes the motivation to engage in outdoor activities or socialize with friends and neighbours. Perceptions of personal safety are related to reported or observed incidents of crime, traffic speed and volume, noise and poor lighting. The accessibility of public spaces and facilities is another critical factor that affects opportunities to participate fully in community life. Accessibility entails the removal of barriers (both physical and attitudinal) that limit an individual's capacity to use spaces and services such as streets, urban parks, grocery stores and theatres.

ii. Transportation: Personal mobility and therefore the ability to access community services and social activities is affected by the availability and condition of transportation infrastructure such as signage, traffic signals and sidewalks. Affordable, convenient and safe public transit services become increasingly important when driving becomes stressful or dangerous due to sensory, cognitive or physical impairments

iii. Housing: For many older adults, a fundamental requirement of an Age-Friendly community is the availability of a housing stock that is affordable, accessible and close to health, commercial and social services. Home modification programs are essential for ageing residents who wish to remain in their home, but find that the use and maintenance of their dwelling has become challenging or hazardous.

iv. Social Participation: An important contributor to an individual's health and well-being, social participation consists of joining in cultural, recreational, educational and spiritual activities within the community, and the maintenance of supportive, caring relationships with the family.

v. Respect and Social Inclusion: Individual and social attitudes towards ageing can result in behaviours that either facilitate or limit an older person's ability to fulfill personal goals, maintain self-esteem and independence. An Age-Friendly community advances positive images of ageing and provides opportunities for different generations to integrate socially and challenge flawed attitudes.

vi. Civic Participation and Employment: Older adults possess a wealth of knowledge and experience that can be a valuable resource for community initiatives. An Age-Friendly community recognizes and fulfills older adults' desire to contribute their talents to political and community development initiatives. In addition, the ability of an older adult to remain employed or find meaningful employment is an important means of providing economic security to individuals on limited or fixed incomes, and employers with an experienced and dedicated workforce.

vii. Communication and Information: In a society of rapidly changing information technologies, an Age-Friendly community ensures that information about community events or essential services is delivered in formats that are accessible and appropriate for older adults with varying abilities and resources.

viii. Community and Health Services: An Age-Friendly community provides access to health services that support physical and mental well-being, as well as health promotion or awareness programs that encourage health sustaining behaviours.

COMMUNITY ENGAGEMENT

Hanover's approach to community engagement has been unique. First, the initiative has been largely staff driven to the extent that the community planning grant was initiated and prepared by staff within the Town's Parks, Recreation and Culture department. Hanover staff provided an invaluable means of reaching out to community organizations and individual residents to conduct community forums, focus groups and interviews. Thus far, Hanover staff have recruited community residents to attend the following engagement events:

- Inaugural AFC Symposium and Workshop, November 16th, 2015
- Community focus groups at the P&H Centre, February to May, 2016

These events have confirmed that Hanover older adults wish to enhance the community's age friendliness, and have provided a source of baseline data to identify key areas of concern for community members.

Second, Hanover's AFC initiative has been sustained through a partnership with Dr. John Lewis, a representative of the Ontario Seniors' Secretariat and consultant with the Waterloo based company, Vidyā Inc. In addition to facilitating community workshops and focus groups, Dr. Lewis and his staff have conducted field surveys with Hanover's older adult residents and developed MyCommunityVision, an on-line application to supplement the first round of needs assessment data and monitor the implementation of Hanover's AFC initiative. The field surveys were conducted between July and August, 2016. The surveys, focus groups and community workshops reached 143 Hanover senior residents. The sufficiency of participant numbers was assessed according to a standard criterion for ending the sampling process in social scientific research – i.e. 'theoretical saturation' or the appearance of regularities in the data. In effect, sampling stops when it is determined that, due to the repetition of information in surveys and interviews, additional participants will yield little new information to the needs assessment process.

A fundamental objective of this research was to gather accounts and understand the experience of living in the Town of Hanover from the perspective of senior residents. To this end, a mixed methods quantitative and qualitative research design was employed. Guided by a set of questions, the focus groups were semi-structured interviews that allowed participants to respond to the questions as well as provide 'descriptive data' (i.e. open ended discussions) that permit a deep understanding of the perceptions and opinions of Hanover's older

adult residents. Both the focus group and field survey questions were developed based on the framework provided by the Province of Ontario's Finding the Right Fit age-friendly community planning guide. 80% of the participant sample consisted of Hanover residents between 65 and 85 years of age, 65% were female, and 85% of the sample characterized their health as 'good' with no significant limitation in activities of daily living due to sensory, physical or cognitive impairments.



KEY FINDINGS

A clear theme that resulted from the research is the importance of both Hanover's built and social environments for older people and the relationship between them. For instance, the importance of the home and neighbourhood environment is evident from resident comments that emphasized the need for affordable housing, commercial services available within reasonable travel time, and safe and accessible pedestrian infrastructure (i.e. sidewalks, signalized crossings, benches, etc). Consistent with these concerns, a community's capacity to provide the physical environment and social services that allow seniors to stay connected to their social networks and involved in the life of the community are important factors for ageing well. Although survey and interview data were collected over a one-year period through multiple events, the findings/messages from each event were largely consistent and underscore the need for a focused set of action items to enhance Hanover's age friendliness.

FINDING ONE: Public Space Accessibility

The Town's public facilities and open spaces are clean and safe, but the availability of public seating along major streets and the timing of signalized intersections needs to be addressed. Hanover participants complemented the Town's facilities (e.g. the P&H Centre and Library) as convenient, safe and well-maintained public assets. In general terms, the Town possesses a high quality



built environment, but there is a clear need to address subtler aspects of the public realm to improve its convenience and accessibility. Two messages were clear from the focus groups and surveys. First, there are few opportunities for older adults to rest along 10th Street. Participants recommended that the Town consider alternative means of providing benches (e.g. bench sponsorship programs) along major roadways that are used by senior residents to access commercial and public services. Second, the timing of signalized intersections should be lengthened to permit residents with a slower gait to traverse major streets. For the most part, older adults will adapt walking behaviour (i.e. taking a different route) to cope with routes that are difficult to traverse. However, to the extent that walking is an important means for older adults to sustain social relationships and maintain physical and cognitive health, enhancing the walkability of Hanover's commercial core is a clear opportunity to address the Town's accessibility not only for its senior population, but also for others with mobility limitations.



FINDING TWO: Social Support

Consistent with many smaller rural communities throughout Ontario, Hanover's key strength is the capacity of residents to access social programming and events, but more importantly the social capital that is prevalent through informal communication channels and support networks. Participants spoke clearly about the helpfulness of health and commercial service staff towards older adults and, in general, respect towards the Town's older adult population was rated highly. Improvements would consider the following points. First, the Town of Hanover does a tremendous job of providing affordable senior-focused programs, but there is a relative lack of opportunities for seniors to mix with others outside their usual social networks and encounter the experiences and ideas that other generations possess. Although this is not a universal sentiment, for those participants who shared this mindset, the learning process does not cease when an individual turns 65. Indeed, inter-generational interaction and learning can be an essential means of sustaining the feeling of excitement and fun that comes through discovery, which ultimately maintains mental fitness in later life. Second, social and civic participation is an important means for older adults to maintain cognitive fitness and sustain social relationships. However, concern was expressed for those who are at risk of social isolation due to mental illness, financial constraints or because they are relative newcomers to the community and are not plugged into Hanover's social networks. Capitalizing on those same informal social networks that distinguish rural communities from large urban centres, Hanover's older residents could be an invaluable resource to reach out to and connect with others that are, or are at risk of being marginalized from the community.

FINDING THREE: Specialized Services

Several participants commented on the 'presses' that limit their capacity to age-in-place and the need for specialized services that would address or mitigate those presses. The concept of environmental press is relatively well known to community planners and design professionals. In effect, as physical strength and/or sensory acuity diminishes and chronic health issues become more prevalent with increasing age, domestic features such as kitchen cabinets and stairs, as well as daily tasks (e.g. laundry, yard maintenance) that were once taken for granted components of daily existence become overt problems. When such presses become acute and constrain an older adult's ability to maintain a property, or become a personal hazard, the need to consider alternative living arrangements becomes more salient. For the Hanover participants, home maintenance and support services for seniors as well as voluntary transportation services were identified as gaps



within the community that, if addressed, could enhance their capacity to live and age independently.

FINDING FOUR: Information and Communication

Concurrent with comments that called for specialized support services was the caveat that participants were generally unaware whether such services exist. It is clear from conversations with Hanover staff and some older residents that commercial home maintenance services and renovation tax credits, for instance, are available to older adults. However, the services that older adults are able to access are often provided by several discrete provincial and local government agencies. Moreover, complex regulatory and funding frameworks mean that the majority of service providers and their staff work with narrowly defined client eligibility parameters, codes of practice, and a carefully specified range of duties and services. This situation frequently leads in rural settings, to clients needs getting lost in a tangle of information or more importantly, being met in fragmented ways by a procession of different agencies and professionals. Effective communication is broadly seen as essential to communities becoming more age friendly. In 1975, Childers noted, “probably one of the most serious problems facing elderly people today is the lack of information and knowledge about existing programs and the available community resources which could meet some of their needs” (p. 84). More than three decades later, despite the dawning of the so-called ‘information age,’ the World Health Organization recognizes that access to information remains a key challenge facing older people, which can seriously impact their capacity to age well. What is required is a clear older adult communications strategy that is geared to the needs of independent living older adults that provides senior relevant program and service information in multiple age appropriate formats and through sources that are well-known to older residents.



RECOMMENDATIONS

This assessment has provided an opportunity to examine Hanover through the lens of its senior residents to consider what is important, what is already in place, and what is needed to enhance their quality of life. In reviewing the findings and recommendations provided below, it needs to be remembered that most communities throughout Ontario are grappling with the same or similar issues. In addition, recognizing that the Town of Hanover is a small rural community, implementing many of the recommendations provided in this report will require a variety of approaches including partnerships with non-governmental organizations and private sector companies, volunteer initiatives, and communication and co-ordination with other levels of government. However, implementing and sustaining an age-friendly initiative fundamentally requires the support of Mayor and Council and the energy and commitment of local residents. To this end, it is recommended that¹:

RECOMMENDATION ONE: Hanover Council receive this age-friendly assessment report.

RECOMMENDATION TWO: Council be assisted in addressing the needs of Hanover's senior residents through the appointment of an age-friendly advisory committee comprising residents, representatives from business and local organizations and elected officials.

This age-friendly assessment report provides an overview of the strengths and barriers of the Town of Hanover with regard to encouraging and sustaining a high quality of life for its older adults. The key findings outlined in this report can be further developed into an Action Plan, with explicit goals, recommendation rankings, timing, lead and partner agencies, funding and other resources and target measures. Once an Action Plan has been approved by Council, application can be made to the WHO's network of age-friendly communities to support the Town's age-friendly activities:

RECOMMENDATION THREE: that the primary task of Hanover's age-friendly advisory committee be to develop an Action Plan that prioritizes key action items and identifies the timelines and partner organizations that are required to implement the action items.

A main objective of this process was to generate awareness and public discussion about the age-friendly communities movement, assessment findings and, more importantly, to generate ideas regarding potential solutions. Through a working group forum held on October 17th, 2016, residents advocated for a

¹ Not all recommendations will be implemented. Recommendations one through four serve as a basis for an age-friendly advisory committee's consideration, and will be evaluated and ranked by that committee.

number of approaches to accommodate and celebrate the Town's aging population:

RECOMMENDATION FOUR: that the age-friendly advisory committee consider the following solutions (among others) to address the needs of Hanover's older adults and incorporate into an age-friendly Action Plan.

It is recognized that solutions may be undertaken by a variety of partner agencies with a vested interest in service delivery for older adults. The age-friendly advisory committee's role will be to identify and advocate for partner involvement in the implementation of action plan initiatives.



FINDING ONE: Public Space Accessibility

1. Install benches along 10th Street and in close proximity to major shopping and service areas.
2. Implement a commemorative and/or sponsored bench program along major pedestrian routes.
3. Review the timing of signalized intersections along major routes and ensure that the timing of countdown signals is consistent throughout the town.
4. Draft an older adults accessibility strategy that includes sidewalks, trails, buildings and services.

FINDING TWO: Social Support

1. Expand the availability of recreational and social activities for older adults across the community.
2. Collaborate with community stakeholders and organizations to develop and implement intergenerational social and recreational programming.
3. Develop and implement a strategy for stakeholders and/or community organizations to engage, locate and support isolated older adults.
4. Collaborate with community partners to develop meaningful mentoring opportunities for isolated older adults.

FINDING THREE: Specialized Services

1. Develop, expand and promote coordinated home support and maintenance services to help older adults age-in-place.
2. Investigate the feasibility of establishing and supporting a community voluntary transportation service for older adults.
3. Communicate with higher levels of government and advocate for funding to support health and community support services for older adults with special needs.

FINDING FOUR: Information and Communication

1. Bring together stakeholders to develop and implement a comprehensive, coordinated and age-appropriate communications strategy for municipal programs and services to address the needs of older adults.
2. Develop age-friendly communication guidelines for service providers and local businesses.
3. Promote the availability of 211 to access older adult relevant information.
4. Investigate the establishment of a co-ordinated age-friendly information hub to provide a centralized contact source for older adult services in Hanover.



APPENDICES

APPENDIX ONE

Needs Assessment Survey (Cover Sheet and Survey)



Dear Hanover Resident:

The Town of Hanover is seeking your thoughts on **the quality of life for older adults** living in Hanover. We are looking for your comments on various topics, including: outdoor spaces, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and community and health support.

Would you please provide your input by completing the following survey? Of course, it would be appreciated if you would complete the entire survey, however, you may choose to respond to one or more of the topics listed above (e.g. housing) that you feel most strongly about.

All responses that you contribute will be kept confidential, and you have the option of filling out the survey anonymously should you wish. **Once completed, the surveys can be returned to the front desk of the P&H Centre on 7th Avenue.**

We thank you in advance for your participation and are eager to hear your thoughts on making Hanover a better place for seniors.

INSTRUCTIONS

The following rating system will be used for all questions.

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

After you rate each statement/question, please consider locations in Hanover that the statements could apply to and use the space below each question to add some additional comments. Where possible please provide **locations** of either successes or places for improvement.

Example 1: Civic Centre (Success) accessible, variety of Library programs, information available.

Example 2: 10th Street & 10th Avenue Traffic lights (Place for Improvement) pedestrian crosswalk timing is too fast, include a crossing countdown

THE SURVEY

SOCIODEMOGRAPHIC INFORMATION

Gender: Male Female

Age Range:

- 0 – 18 years 35 – 44 years 65 – 74 years
- 19 – 24 years 45 – 54 years 75 – 84 years
- 25 – 34 years 55 – 64 years 85 years plus

Are you? Employed Fixed Income (seniors/retired)

When did you move to Hanover?

- N/A 1950's 1980's 2010's
- Before 1940 1960's 1990's
- 1940's 1970's 2000's

A. OUTDOOR SPACES & PUBLIC BUILDING

Think about trail system | outdoor park | Heritage Square | Civic Centre | P&H Centre.

	Rating
Q1 Public Areas – are they well lit, clean and pleasant	
Q2 Green Spaces – are they sufficient in number, well maintained and safe	
Q3 Outdoor Seating – sufficient in number, in good locations	
Q4 Pavement – wide enough for wheelchairs, well maintained and have drop curbs	
Q5 Pedestrian Crossings – well designed, safe for people with different disabilities, signal timings at streetlights	
Q6 Drivers – respectful of pedestrians at intersections and crossings	
Q7 Public Buildings – well designed, accessible and safe	

Q8 Public Toilets/Change Rooms – good locations, clean and accessible	
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Additional notes for this section | Comments

B. TRANSPORTATION

Think about SMART | taxis | roads | parking lots | traffic lights | accessible parking.

	Rating
Q9 Specialized Transportation – available for disabled people	
Q10 Drivers – are respectful, stop when required, assist with boarding and departing	
Q11 Voluntary Transport Services – available when public transit is too Limited	
Q12 Roads and Parking – well maintained, safe, covered drains, good lighting	
Q13 Traffic Signs – legible and well placed	

Q14 Priority Parking and Drop-Off Areas – available for people with special needs	
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Additional notes for this section | Comments

C. HOUSING

Think about ownership | rental | apartment complexes | assisted living.

	Rating
Q15 Affordable Housing – sufficient, affordable, safe, close to other Services	
Q16 Rental Housing – clean, affordable, available and well maintained	
Q17 Specialized Affordable Housing – available for frail/disabled older people	
Q18 Home Maintenance and Support Services – sufficient, affordable, Available	
Q19 Home Modification – options, supplies and quality contractors are available and affordable	

D. RESPECT & SOCIAL INCLUSION

Think about your level of feeling welcome when you are out in the community

	Rating
Q20 Consultation – older people are consulted by the Town on how to better serve them	
Q21 Service Staff – courteous and helpful to older people	
Q22 Age-Appropriate Settings – for activities and events that accommodate age-specific needs and preferences	
Q23 Community Activities for Families – older people are included	
Q24 School Engagement – schools provide opportunities to learn about ageing and older people, and involve older adults in school activities	
Q25 Recognition – older people are recognized by the community for their past as well as present contributions	

Q26	Equality – those who are less well-off have access to services	
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Additional notes for this section | Comments

E. COMMUNITY SUPPORT & HEALTH SERVICES

Think about family health team | community and regional organizations (VON, Alzheimer’s Society, Meals on Wheels) | medical clinic | hospital.

		Rating
Q27	Health & Community Support Services – adequate range, high quality, conveniently located and accessible	
Q28	Home Care Services – such as health and personal care, Housekeeping	
Q29	Residential Care Facilities and Housing – close to other services, well Located	
Q30	Community Facilities – safely constructed and accessible	
Q31	Information – clear and accessible about health and social services available	

Q32	Service Delivery – coordinated and convenient to arrange	
Q33	Staff – respectful, helpful and trained to serve different age groups	
Q34	Affordability – financial barriers and costs for support services are Minimized	

Additional notes for this section | Comments

F. SOCIAL PARTICIPATION

Think about clubs, groups and organizations that provide older adult activities.

		Rating
Q35	Activities & Events – offered to a diverse range of age groups	
Q36	Venues – conveniently located, accessible and easily reached	
Q37	Event/Activity Schedules – held at convenient times for older people	

Q38	Affordability – events and activities are affordable	
Q39	Information – good information is provided about activity and event details	
Q40	Attendance – events can be attended alone or with a companion	
Q41	Outreach – consistent outreach to include people at risk of social isolation	

Additional notes for this section | Comments

G. CIVIC PARTICIPATION & EMPLOYMENT

Think about volunteer opportunities | part-time work options.

		Rating
Q42	Volunteer Opportunities – available for older people, with training provided	
Q43	Work Opportunities – flexible and appropriate paid options for older adults	

Q44 Membership – public, private and voluntary sectors are encouraged and facilitate membership of older adults	
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Additional notes for this section | Comments

H. COMMUNICATION & INFORMATION

Think about availability of community information | printed materials.

	Rating
Q45 Communication Outreach – information is accessible, well distributed throughout the community to reach residents of all ages	
Q46 People at Risk of Social Isolation – get information from trusted individuals	
Q47 Printed Information – large lettering, main ideas are clear and bold	
Q48 Telephone and Answering Services – instructions are slow and clear	
Q49 Computers – wide access, at no cost or minimal charge, in a variety of public places	

Additional notes for this section | Comments

Please include any other general age-friendly comments here

CONTACT INFORMATION

It is **your choice** if you want to provide your name and contact information, if you prefer not to, please check off 'Remain Anonymous'. In either case, **any information collected will remain confidential** and utilized for the purposes of the age-friendly planning process.

Name: _____

Address: _____

Town: _____ Postal Code: _____

Phone Number: _____ Email Address: _____

- Remain Anonymous
- I would like to be contacted regarding survey results or for more information

APPENDIX TWO

Needs Assessment Survey Tabulations

Notes:

- Median values are reported below. Median values are a better reflection of the mid-point in a sample as, in contrast with mean values, they are unaffected by any value being too high or too low compared to the rest of the sample.
- 'Don't Know' results reflect the proportion (percentage) of the sample that could not rate or comment on a survey question.
- Noteworthy results are highlighted in **Bold**.

A. OUTDOOR SPACES & PUBLIC BUILDINGS

Think about trail system | outdoor park | Heritage Square | Civic Centre | P&H Centre.

Ratings: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Fair), 1 (Poor), 0 (Don't Know)

- | | | | |
|----|---|--------------------|-----------------|
| Q1 | Public Areas – are they well lit, clean and pleasant | Median: 4.6 | Don't Know: 10% |
| Q2 | Green Spaces – are they sufficient in number, well maintained and safe | Median: 4.6 | Don't Know: 15% |
| Q3 | Outdoor Seating – sufficient in number, in good locations | Median: 2.5 | Don't Know: 21% |
| Q4 | Pavement – wide enough for wheelchairs, well maintained and have drop curbs | Median: 3.0 | Don't Know: 16% |
| Q5 | Pedestrian Crossings – well designed, safe for people with different disabilities, signal timings at streetlights | Median: 3.1 | Don't Know: 9% |
| Q6 | Drivers – respectful of pedestrians at intersections and crossings | Median: 2.6 | Don't Know: 10% |
| Q7 | Public Buildings – well designed, accessible and safe | Median: 4.0 | Don't Know: 15% |
| Q8 | Public Toilets/Change Rooms – good locations, clean and accessible | Median: 3.0 | Don't Know: 23% |

B. TRANSPORTATION

Think about SMART | taxis | roads | parking lots | traffic lights | accessible parking.
Ratings: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Fair), 1 (Poor), 0 (Don't Know)

- Q9 Specialized Transportation – available for disabled people
Median: 4.0 Don't Know: 38%
- Q10 Drivers – are respectful, stop when required, assist with boarding and departing
Median: 4.1 Don't Know: 44%
- Q11 Voluntary Transport Services – available when public transit is too Limited
Median: 3.0 Don't Know: **55%**
- Q12 Roads and Parking – well-maintained, safe, covered drains, good lighting
Median: 3.4 Don't Know: 15%
- Q13 Traffic Signs – legible and well placed
Median: 3.6 Don't Know: 9%
- Q14 Priority Parking and Drop-Off Areas – available for people with special needs
Median: 3.6 Don't Know: 27%

C. HOUSING

Think about ownership | rental | apartment complexes | assisted living.
Ratings: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Fair), 1 (Poor), 0 (Don't Know)

- Q15 Affordable Housing – sufficient, affordable, safe, close to other Services
Median: **2.5** Don't Know: 31%
- Q16 Rental Housing – clean, affordable, available and well maintained
Median: 3.1 Don't Know: 37%
- Q17 Specialized Affordable Housing – available for frail/disabled older people
Median: 3.0 Don't Know: 44%
- Q18 Home Maintenance and Support Services – sufficient, affordable, available
Median: 3.1 Don't Know: **51%**
- Q19 Home Modification – options, supplies and quality contractors are available and affordable
Median: 3.2 Don't Know: 45%

D. RESPECT & SOCIAL INCLUSION

Think about your level of feeling welcome when you are out in the community.

Ratings: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Fair), 1 (Poor), 0 (Don't Know)

- Q20 Consultation – older people are consulted by the Town on how to better serve them
Median: 4.5 Don't Know: 28%
- Q21 Service Staff – courteous and helpful to older people
Median: 4.0 Don't Know: 18%
- Q22 Age-Appropriate Settings – for activities and events that accommodate age-specific needs and preferences
Median: 3.6 Don't Know: 25%
- Q23 Community Activities for Families – older people are included
Median: 3.5 Don't Know: 33%
- Q24 School Engagement – schools provide opportunities to learn about ageing and older people, and involve older adults in school activities
Median: **2.4** Don't Know: **59%**
- Q25 Recognition – older people are recognized by the community for their past as well as present contributions
Median: 4.0 Don't Know: 26%
- Q26 Equality – those who are less well-off have access to services
Median: **2.6** Don't Know: **53%**

E. COMMUNITY SUPPORT & HEALTH SERVICES

Think about family health team | community and regional organizations (VON, Alzheimer's Society, Meals on Wheels) | medical clinic | hospital.

Ratings: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Fair), 1 (Poor), 0 (Don't Know)

- Q27 Health & Community Support Services – adequate range, high quality, conveniently located and accessible
Median: 3.8 Don't Know: 16%
- Q28 Home Care Services – such as health and personal care, housekeeping
Median: 3.3 Don't Know: 34%
- Q29 Residential Care Facilities and Housing – close to other services, well located
Median: 3.5 Don't Know: 26%
- Q30 Community Facilities – safely constructed and accessible
Median: 3.8 Don't Know: 23%

- Q31 Information – clear and accessible about health and social services available
Median: 3.3 Don't Know: 18%
- Q32 Service Delivery – coordinated and convenient to arrange
Median: 3.6 Don't Know: 43%
- Q33 Staff – respectful, helpful and trained to serve different age groups
Median: 4.1 Don't Know: 24%
- Q34 Affordability – financial barriers and costs for support services are minimized
Median: 3.3 Don't Know: 42%

F. SOCIAL PARTICIPATION

Think about clubs, groups and organizations that provide older adult activities.

Ratings: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Fair), 1 (Poor), 0 (Don't Know)

- Q35 Activities & Events – offered to a diverse range of age groups
Median: 3.8 Don't Know: 21%
- Q36 Venues – conveniently located, accessible and easily reached
Median: 3.6 Don't Know: 22%
- Q37 Event/Activity Schedules – held at convenient times for older people
Median: 3.8 Don't Know: 25%
- Q38 Affordability – events and activities are affordable
Median: 3.6 Don't Know: 17%
- Q39 Information – good information is provided about activity and event details
Median: 3.4 Don't Know: 21%
- Q40 Attendance – events can be attended alone or with a companion
Median: 4.0 Don't Know: 22%
- Q41 Outreach – consistent outreach to include people at risk of social isolation
Median: 3.0 Don't Know: **51%**

G. CIVIC PARTICIPATION & EMPLOYMENT

Think about volunteer opportunities | part-time work options.

Ratings: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Fair), 1 (Poor), 0 (Don't Know)

- Q42 Volunteer Opportunities – available for older people, with training provided
Median: 3.6 Don't Know: 27%

- Q43 Work Opportunities – flexible and appropriate paid options for older adults
 Median: **2.5** Don't Know: **65%**
- Q44 Membership – public, private and voluntary sectors are encouraged and facilitate membership of older adults
 Median: 3.4 Don't Know: 31%

H. COMMUNICATION & INFORMATION

Think about availability of community information | printed materials.

Ratings: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Fair), 1 (Poor), 0 (Don't Know)

- Q45 Communication Outreach – information is accessible, well distributed throughout the community to reach residents of all ages
 Median: **2.8** Don't Know: 21%
- Q46 People at Risk of Social Isolation – get information from trusted individuals
 Median: 3.1 Don't Know: **67%**
- Q47 Printed Information – large lettering, main ideas are clear and bold
 Median: 3.0 Don't Know: 26%
- Q48 Telephone and Answering Services – instructions are slow and clear
 Median: **2.6** Don't Know: 26%
- Q49 Computers – wide access, at no cost or minimal charge, in a variety of public places
 Median: 3.6 Don't Know: 40%

