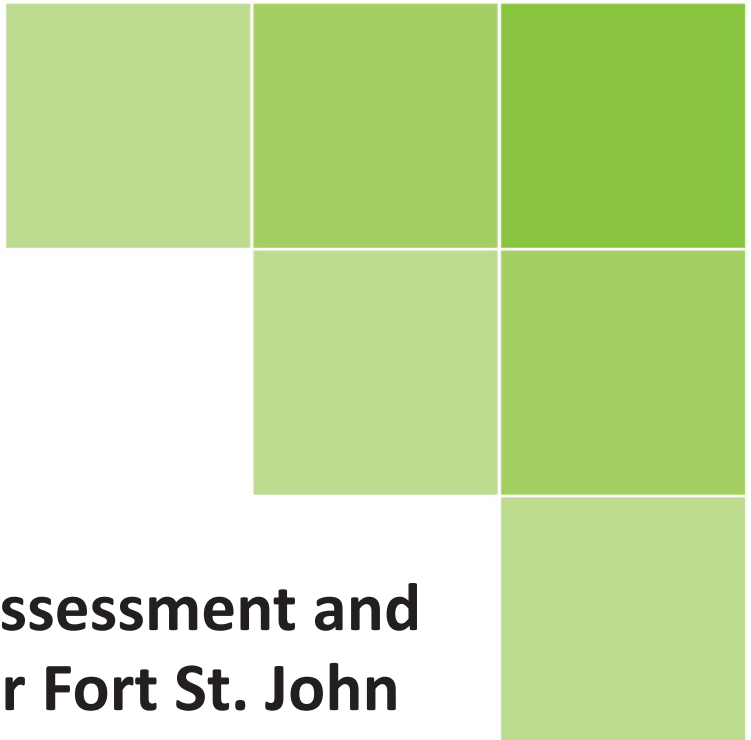


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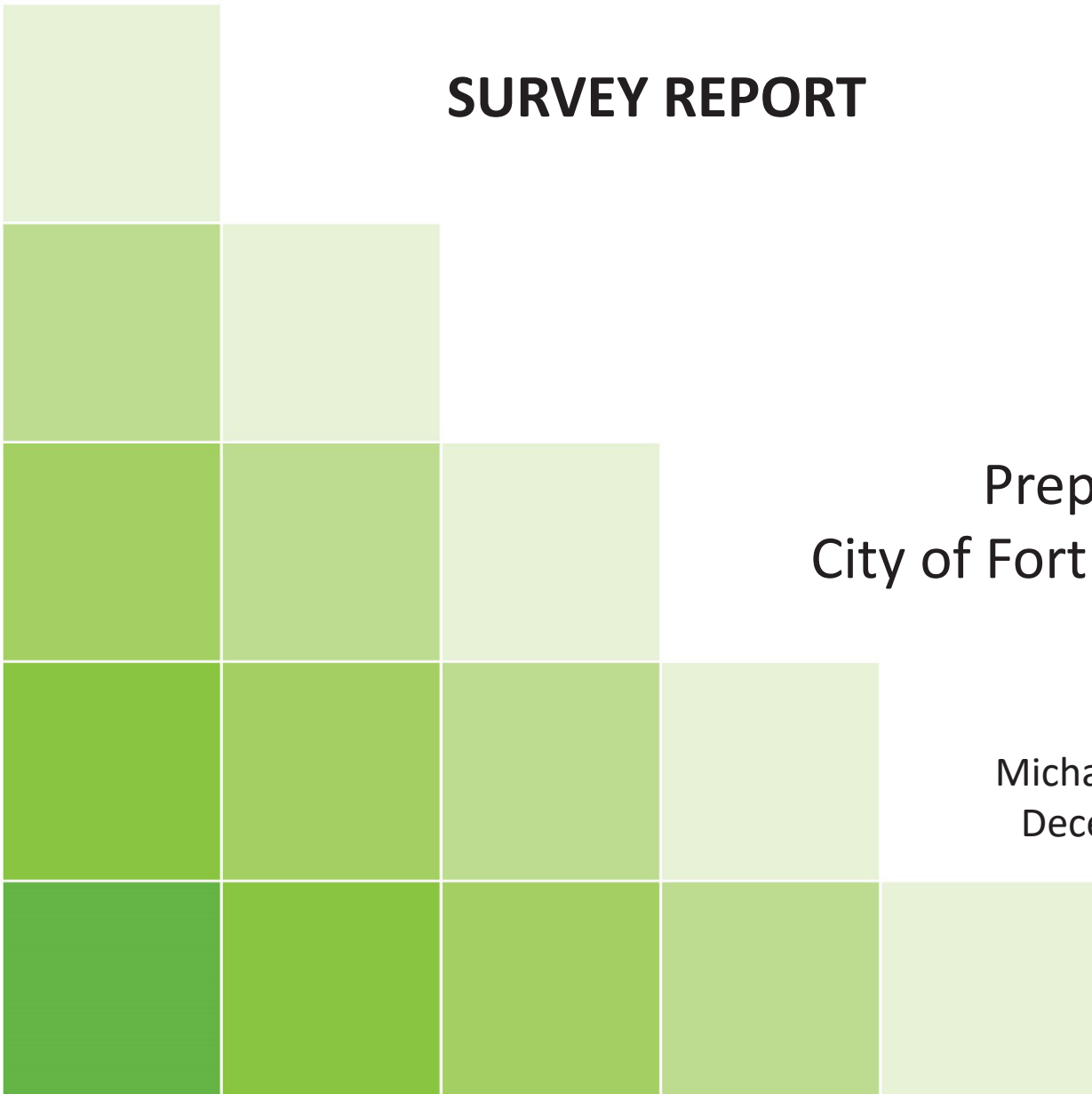


Age-Friendly Assessment and Action Plan for Fort St. John

SURVEY REPORT

Prepared for
City of Fort St. John

Michael Lait, PhD
December 2018



Acknowledgements

The success of this project depended on the time, effort, and goodwill of the residents and community stakeholders who participated in the research process. We would like to express thanks to representatives and staff from the following groups and organizations:

The City of Fort St. John
Northern Health
Save Our Northern Seniors
North Peace Seniors Housing Society
Fort St. John Seniors Care Foundation
Fort St. John Friendship Society
Fort St. John Women's Resource Society
United Way

It is our hope that the findings from this project provide a fair and accurate reflection of the insightful and diverse perspectives that were generously shared with us.

The author wishes to express appreciation for the advice and feedback from members of the Forge's Advisory Committee. He also wishes to acknowledge the help of the CDI Co-Directors, Greg Halseth and Marleen Morris, and the research assistance provided by Laura Ryser and Carlos Yu. Any errors or omissions are solely those of the author.

Organization of Reports

The reports developed through the Fort St. John “Age-friendly Assessment and Action Plan” project include:

- Summary Report
- Survey Report
- Methodology Report

The reports are available on the Community Development Institute website at www.unbc.ca/community-development-institute and the City of Fort St. John website at <http://www.fortstjohn.ca/>.

About the Community Development Institute

The Community Development Institute (CDI) at the University of Northern British Columbia (UNBC) was established in 2004 with a broad mandate in community, economic, and regional development. Since then, it has worked in partnership with communities across north and central BC identify and adapt to changes, opportunities, and challenges emerging in the new global / rural economy.

The CDI Office and Research Program in Fort St. John, located at The Forge, was established to work with the community to identify and take action on strategies for economic diversification and community resiliency. The CDI works in partnership with the City of Fort St. John and in collaboration with the community, industry, local business, community organizations, First Nations, and all levels of government with the objective of achieving greater impact of research, planning, and innovating at the community, regional, and program level. This community-based work will focus on enhancing the quality of life and growing a sustainable economy in Fort St. John.

For further information about this program, feel free to contact Greg Halseth or Marleen Morris, Co-Directors of UNBC's Community Development Institute.

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Introduction

As part of the Age-Friendly Assessment and Action Plan for Fort St. John, a survey exploring the experiences, views, and opinions of older residents was undertaken. The way the survey was created and delivered is covered in the Methodology Report that forms part of this project. This report provides a summary of the feedback received through that survey. The survey results are an important part of the findings described in the Summary Report and they help to inform the recommendations for moving forward with age-friendly planning and action.

The overall age-friendly project was designed to explore four questions:

1. What are the existing age-friendly assets in Fort St. John?
2. What are the barriers to healthy and active ageing in Fort St. John?
3. What actions or practices could be implemented to make Fort St. John a more age-friendly community?
4. What are the priorities for meaningful change with respect to ageing in Fort St. John?

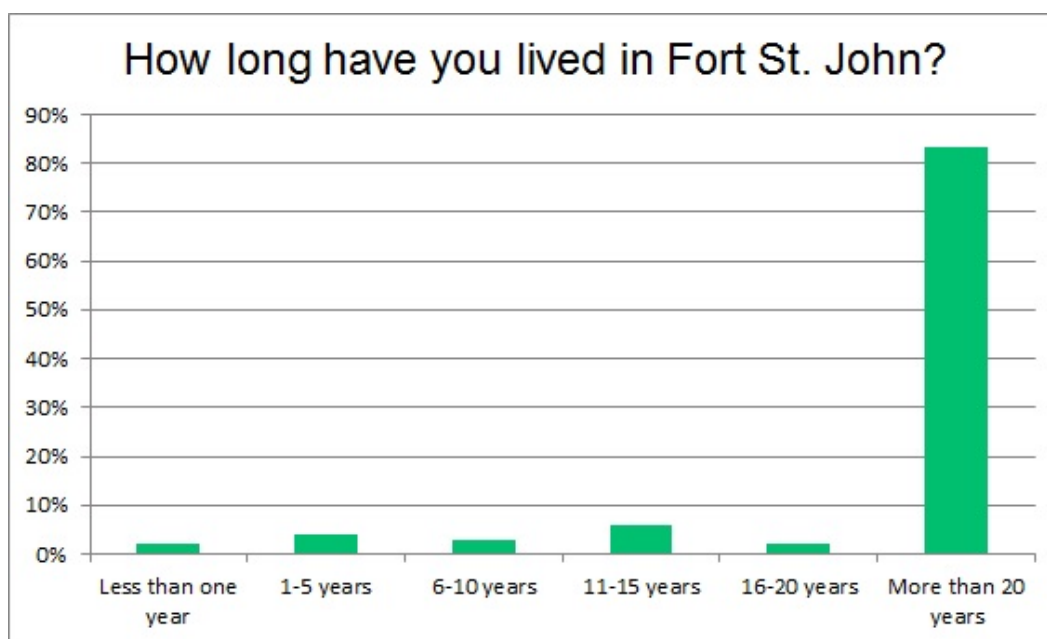
These questions build from the work of the World Health Organization's (WHO) *Global Age-friendly Cities* initiative. In focusing on the physical and social environments in which people will age, the WHO has identified eight key "dimensions" that require attention. These include:

- Housing,
- Transportation,
- Outdoor Spaces and Buildings,
- Community Support and Health Services,
- Social Participation,
- Civic Engagement and Employment,
- Communication and Information,
- Respect and Social Inclusion.

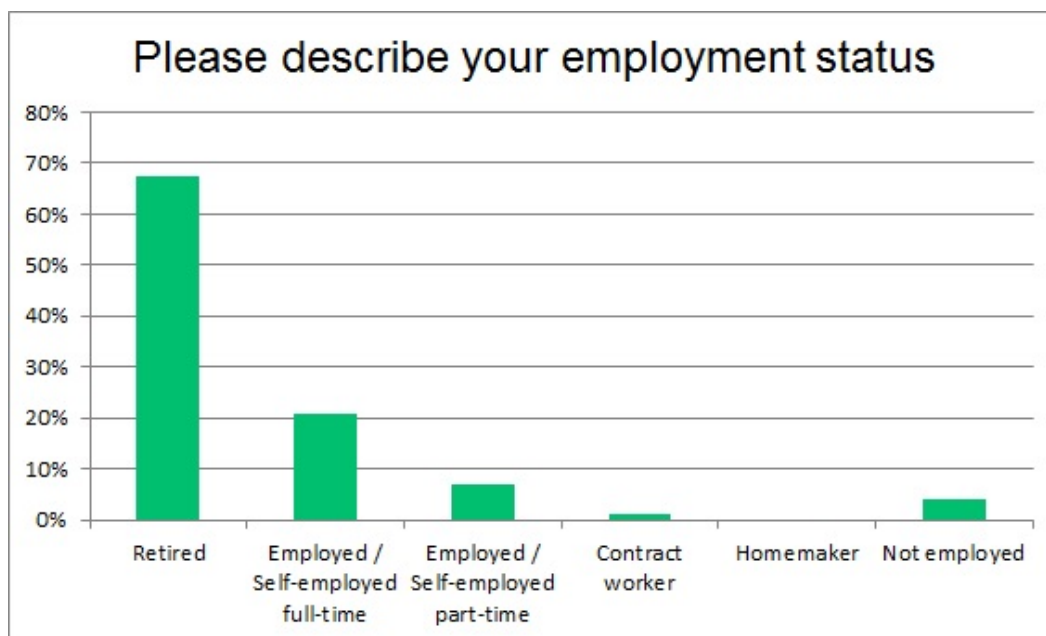
The various sections of the survey directly address each of these dimensions.

Section 1: Background

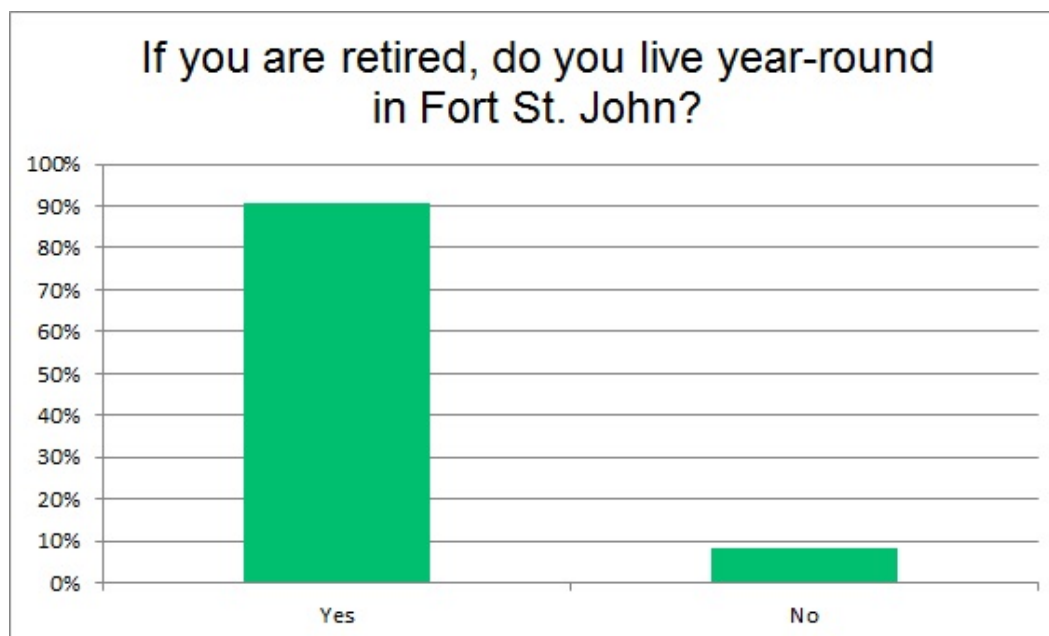
The survey opened with some background questions to participants about their household. These questions are important to provide a foundation for understanding nuances and different responses to needs for older residents in Fort St. John. To start, we asked people about how long they have lived in the community. Most of the respondents were long-term residents, with roughly 83% stating that they had lived in Fort St. John for more than 20 years. This was followed by a cohort of roughly 8% of respondents who lived in the community between 11 and 20 years, and about 7% who lived in the community for 10 years or less.



When survey participants were asked to describe their employment status, just over two-thirds noted that they were retired. This was followed by roughly 21% who were employed or self-employed full-time and just under 7% who were employed or self-employed on a part-time basis. There were also small groups of respondents who were contract workers or who were not employed at the time of the survey.

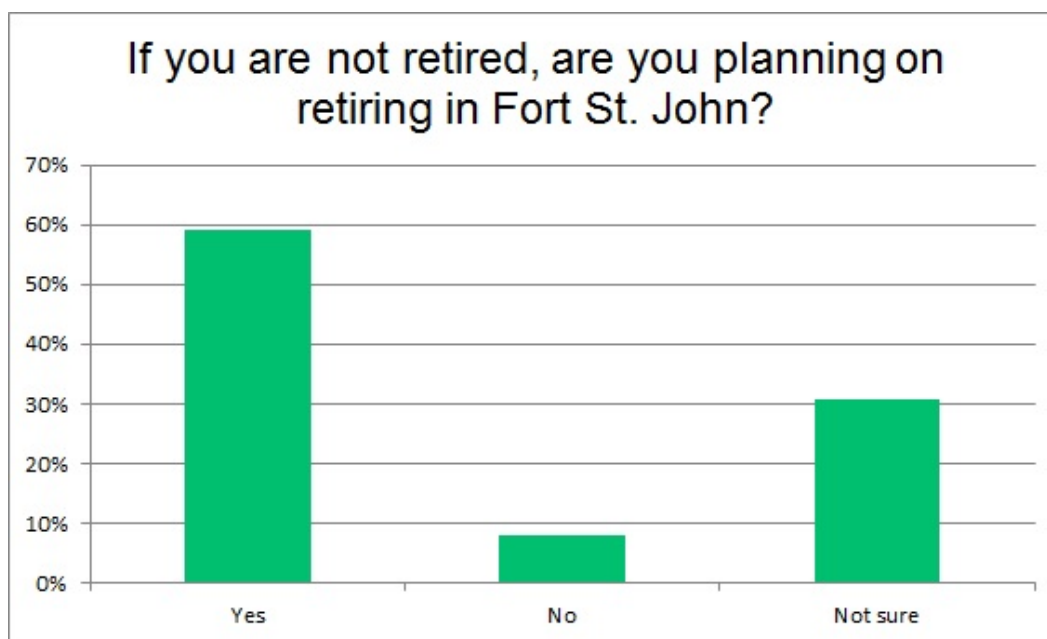


A series of questions were posed to obtain a better understanding of the current and future retirement community in Fort St. John. For example, retirees were asked if they lived year-round in Fort St. John. In response, just over 90% said 'yes'.

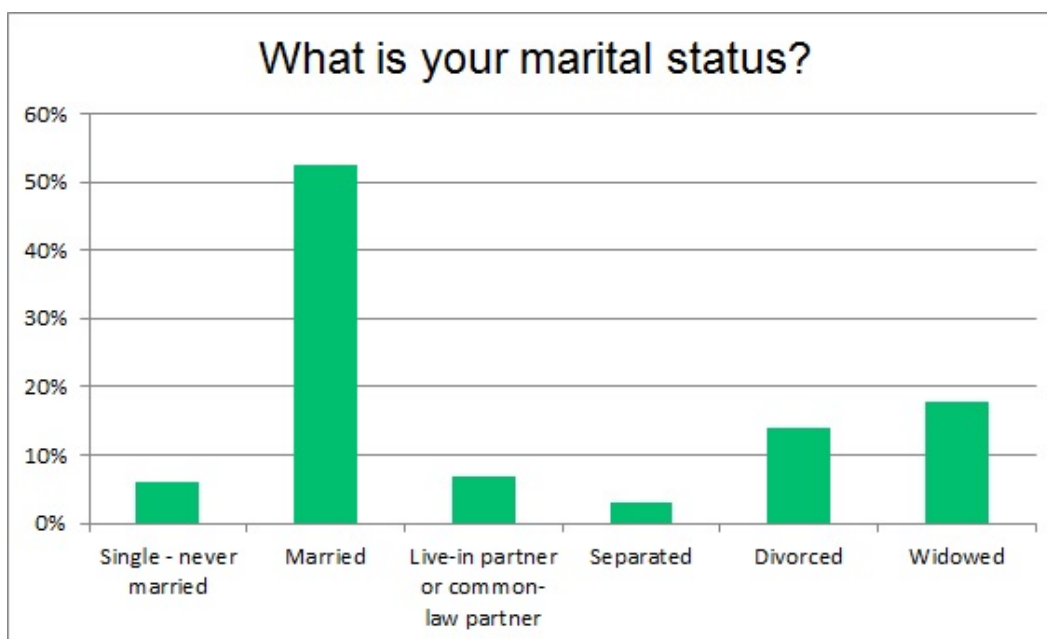


For respondents who were not retired, we asked if they were planning on retiring in Fort St. John. In this case, just under 60% said 'yes'. Only about 8% had plans to

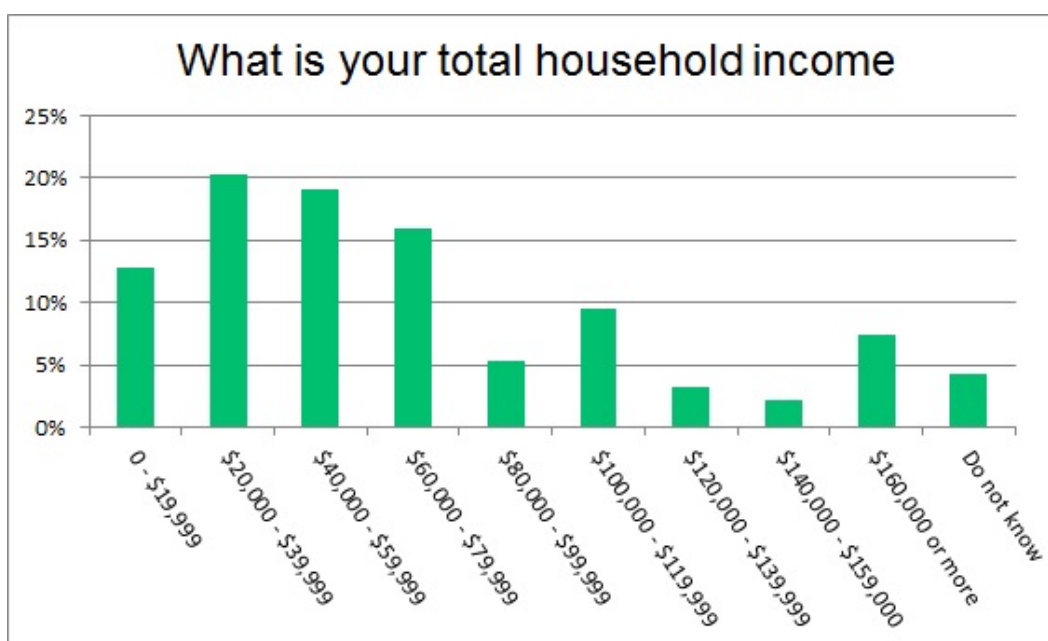
retire in a different community, leaving 30% of respondents who were not sure about their plans for retiring in Fort St. John.



Respondents were also asked to indicate their marital status. Just over 50% were married, followed by about 18% who were widowed and 14% who were divorced. There were also small groups of respondents who were either living common-law, single, or separated.



Information about total household incomes is important to develop a better understanding of the financial pressures that older residents may face in addressing their day-to-day needs. As such, we asked survey participants about their total household income for the past year, before taxes and deductions. Approximately one-third of survey respondents had a household income under \$40,000. This was followed by just over one-third of respondents that indicated their household income ranged from \$40,000 to under \$80,000, leaving the remaining third with household incomes exceeding \$80,000.



At the close of the section, respondents were asked an open ended question about other background issues related to their household that they wished to raise. As shown below, 6 respondents raised issues related to the cost of living/incomes and specific household characteristics.

Cost of Living (2)

Expenses (2)

Household Characteristics (2)

Grandparents raising grandchildren (1)

Older parents with bad care (1)

Income (1)

Living on CPP / PWD social assistance (1)

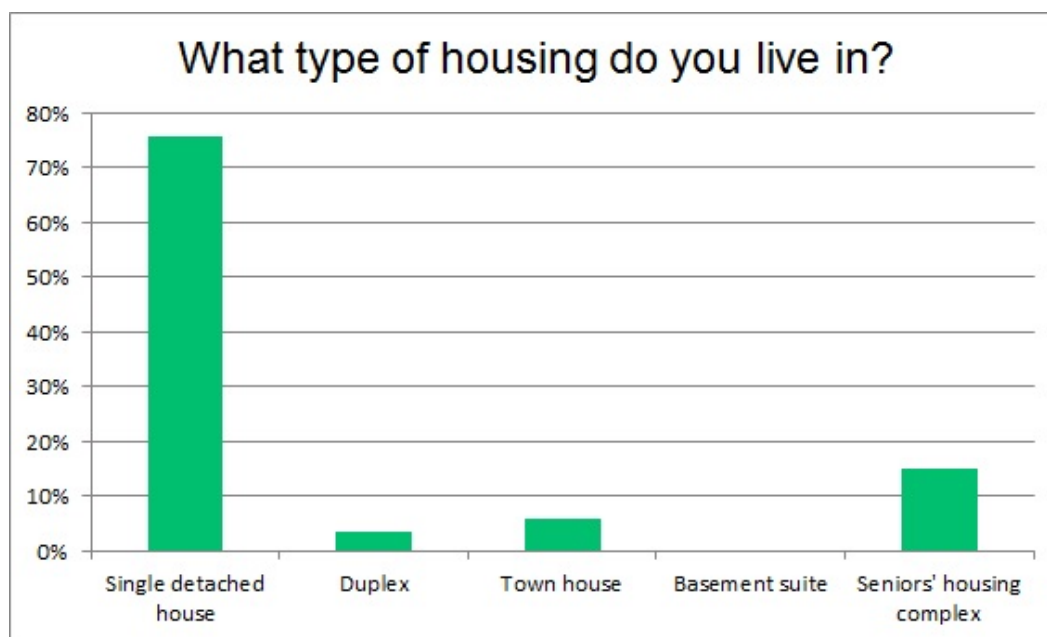
Location (1)

Live on farm outside city (1)

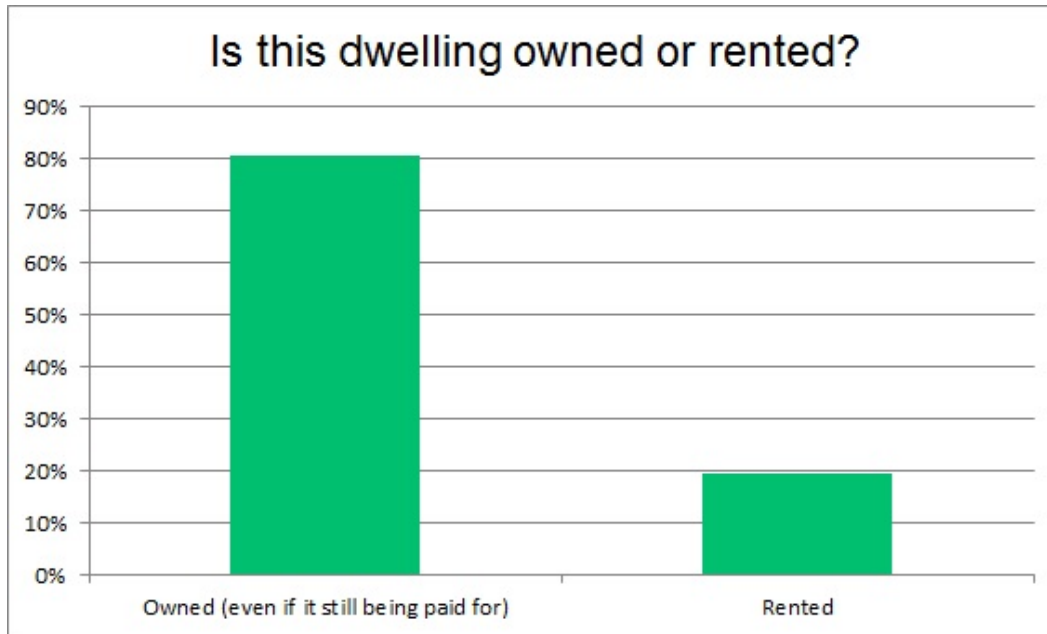
Section 2: Housing

For older residents, the quality of housing and related supports plays a critical role in healthy aging and maintaining independence. Housing pressures can consume considerable resources for older residents on fixed incomes, with the potential to impact their overall quality of life. In this study, we explored issues related to housing for older residents in Fort St. John.

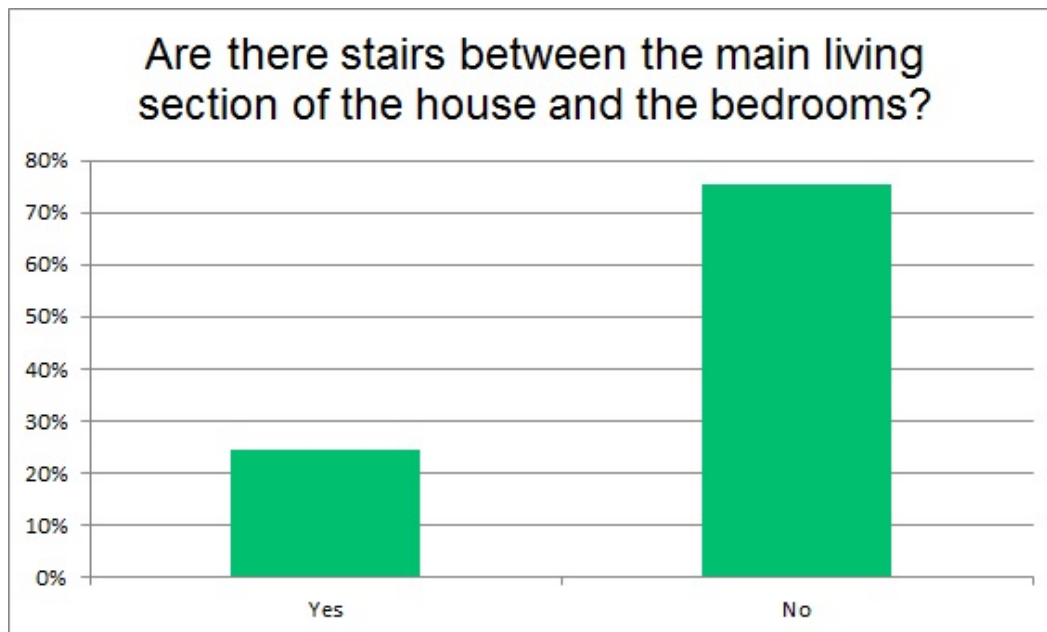
To start, residents were asked about the type of housing they occupy. Just over 75% of respondents lived in a single detached dwelling, with senior's housing, town houses, and duplexes occupied by smaller groups of respondents respectively.



When people were asked if their dwelling was owned or rented, responses indicated a high degree of home ownership. In this case, just over 80% of respondents indicated that they owned their own home, followed by a smaller group who rented their accommodations. High rents can become an important concern for older residents with limited or fixed incomes.



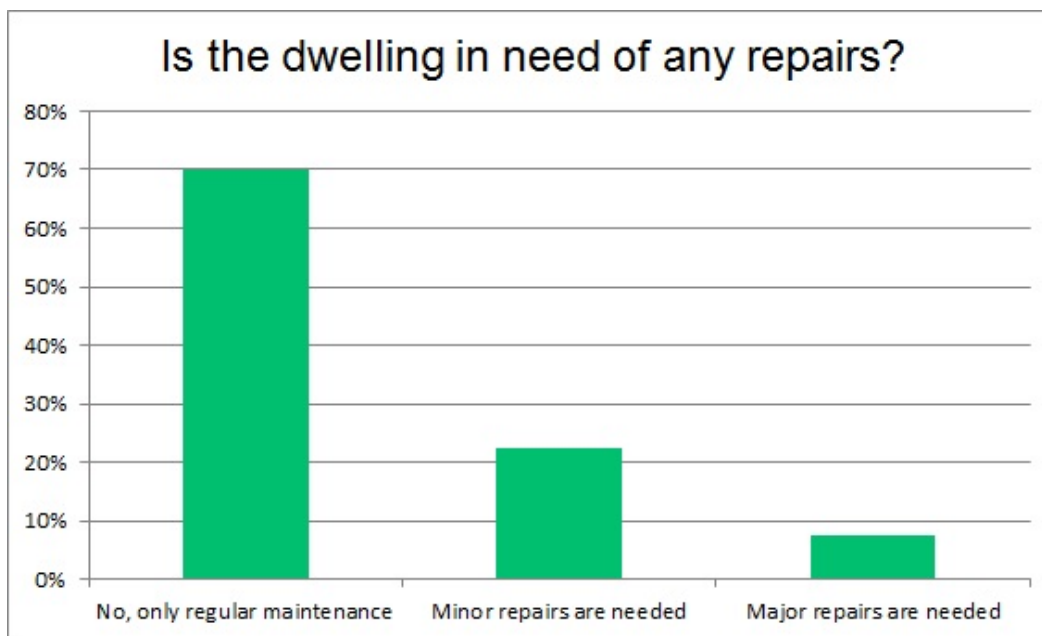
Many resource-based communities were designed to attract young workers and their families. As residents age, the presence of stairs can lead to challenges for older residents to maneuver around their home. As such, respondents were also asked if there were any stairs between the main living section of the house and the bedrooms. In this case, however, more than 75% of respondents indicated that there were no stairs between these spaces.



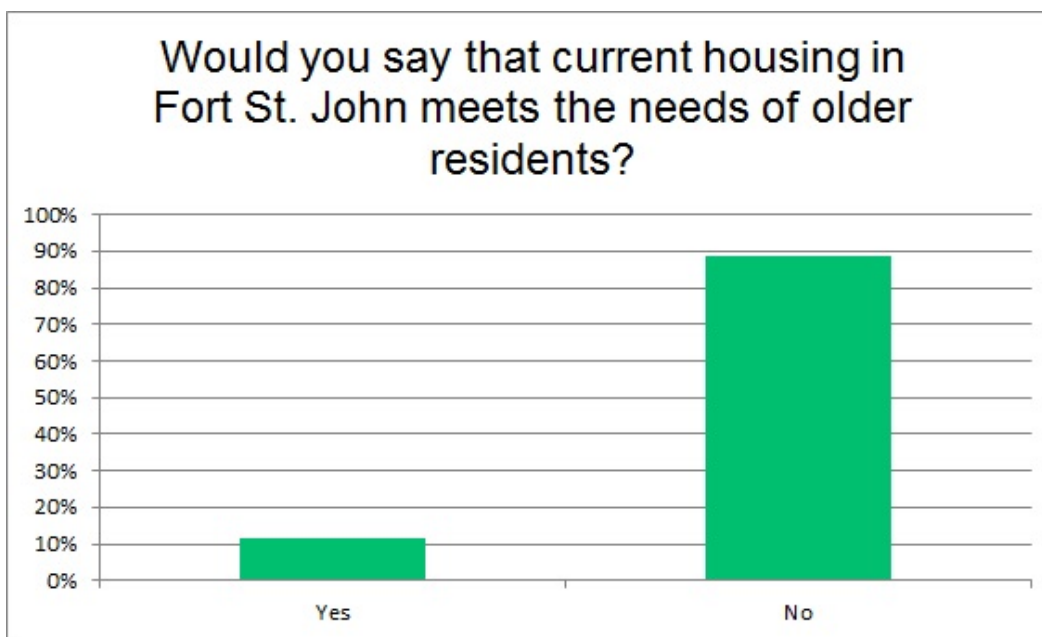
Respondents were also asked if there were any stairs to enter the house by the main entrance. In this case, two-thirds of survey respondents indicated that there were stairs at the entry to their home.



The age of housing can lead to considerable difficulty for older residents if they are unable to complete maintenance and repairs. When we asked if the dwelling was in need of any repairs, just under 70% of respondents suggested that only regular maintenance was needed for tasks such as painting, furnace maintenance, and cleaning. This was followed by just under 23% of respondents who indicated that minor repairs were needed to their dwelling for issues such as missing or loose floor tiles, bricks, or shingles; defective steps, railing, or siding. This left just under 8% of respondents who occupied housing that required major repairs for plumbing, electrical wiring, or structural issues.



Despite the relatively good condition of housing in Fort St. John, when we asked people if the current housing stock meets the needs of older residents in terms of design, location, and affordability, almost 90% said 'no'.



When an open ended question asked respondents to identify some of the issues for older residents with regard to why the current housing in Fort St. John did not work for older residents, they identified issues related to lack of availability, design, and costs.

Availability (51)

- Shortage / lack of housing options (38)
- Need more care facilities (7)
- Long waitlists (3)
- Need independent living houses (3)

Design (36)

- Accessibility and safety (28)
- Not designed for disability (3)
- Inadequate amenities (i.e. bathrooms) (2)
- Need larger homes / suites (2)
- Senior units not designed for senior care (1)

Financial (29)

- Cost (26)
- Yes, own home (2)
- Seniors don't own their homes (1)

Location (5)

- Location (5)

Housing Support Services (2)

- Better AL/ IL care (1)
- Poor quality of care (1)

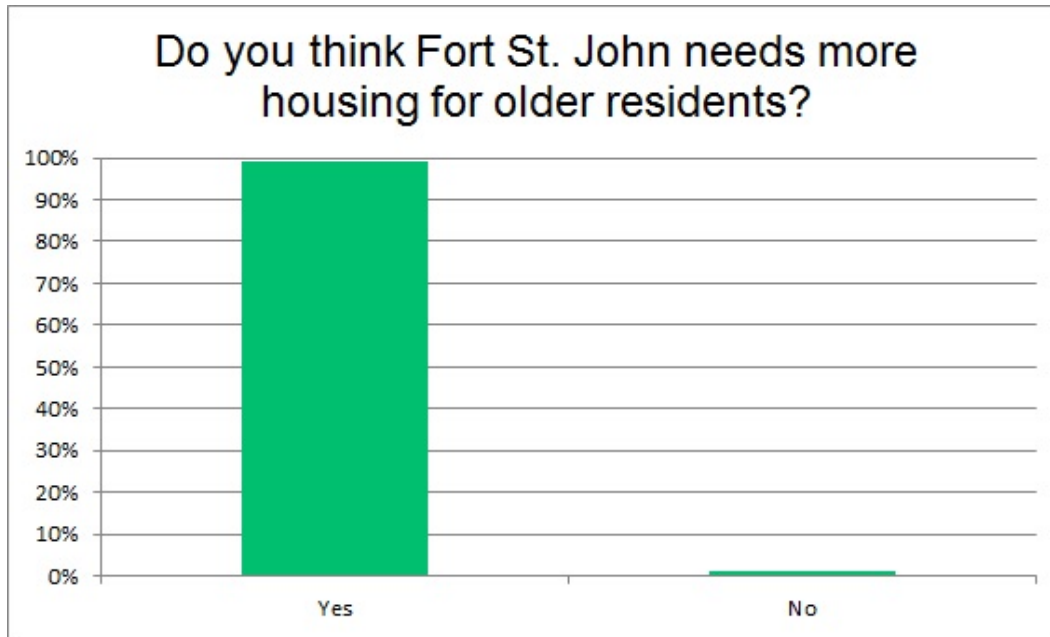
Maintenance (2)

- Road / sidewalk maintenance (2)

Other (3)

- Don't know (3)**
-

When we followed up by asking if people thought Fort St. John needs more housing for older residents, almost everyone said 'yes'.



This was followed by an open ended question about the characteristics, best location, and type of more housing for older residents.

Physical Location

- Near amenities (shopping, post office) (32)
- Downtown (26)
- Close to hospital / medical (18)
- Near / extension of current facilities (9)
- Within city limits (6)
- Quiet rural location (2)
- Anywhere (1)
- East of college (1)
- Northwest side of city (1)
- Within newer areas of city (1)
- Within walking distance to downtown (1)

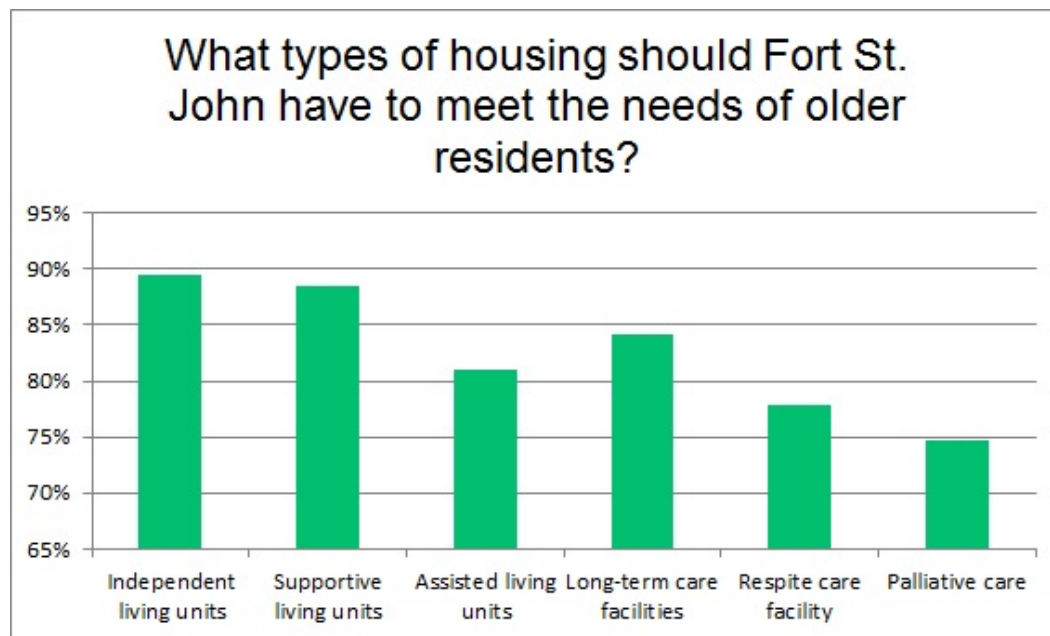
Characteristics of Location (5)

- Near public transit (6)
- Close to green spaces (2)
- Accessible locations (1)
- Affordable location (1)
- Locations with good sidewalks (1)

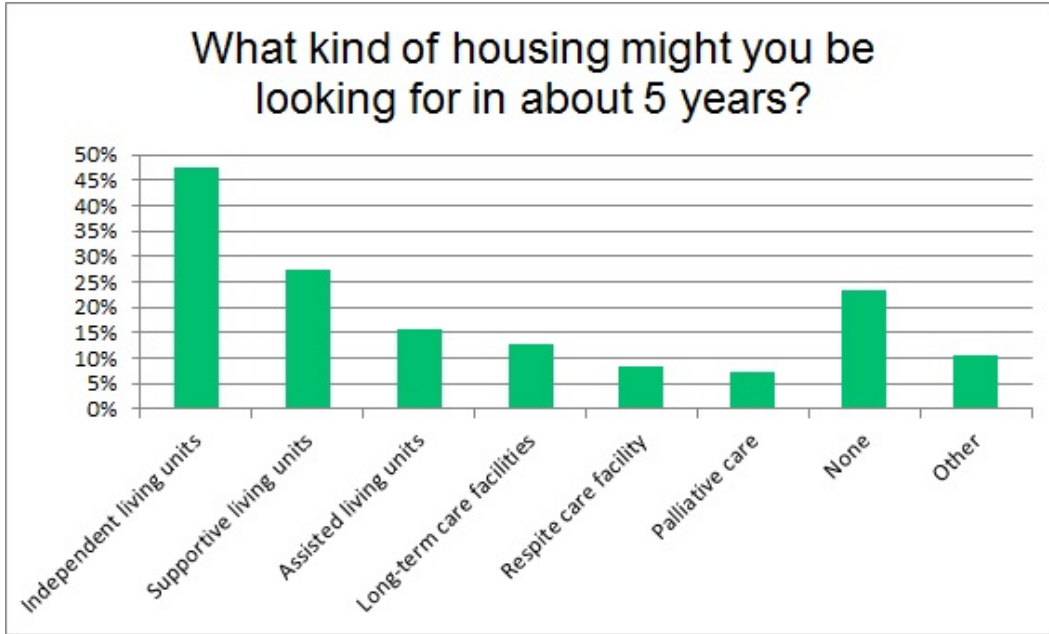
Type of Housing (5)

- Gated communities (2)
- Apartment complex (1)
- Row housing (1)
- Single family dwelling (1)

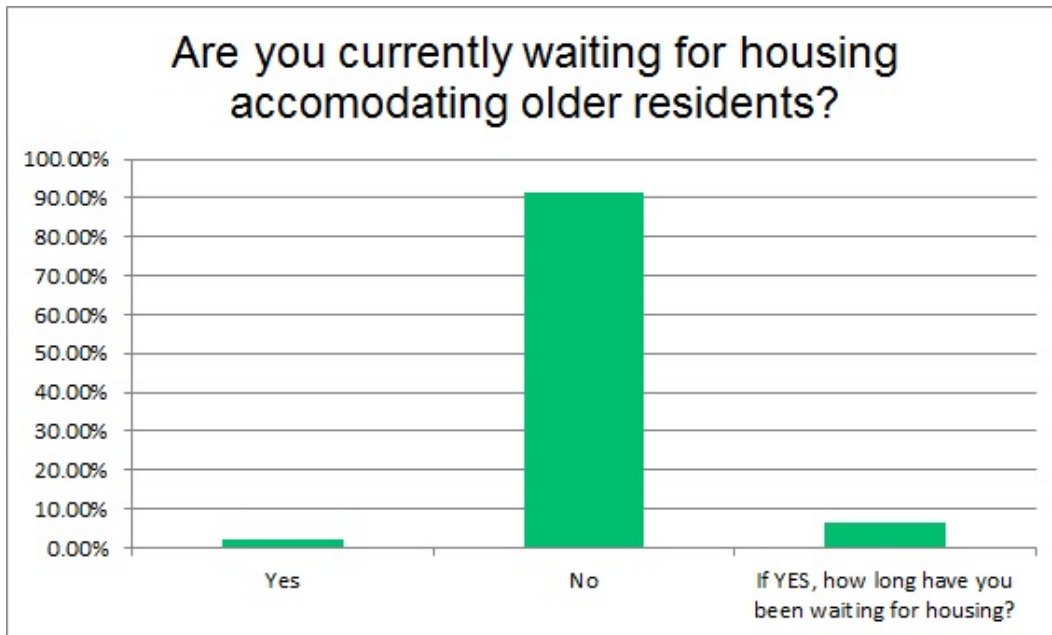
People were also asked about the types of housing that should be provided in Fort St. John to meet the needs of older residents. In this case, more than 85% of respondents advocated for independent living units and supportive living units (such as private apartments with housekeeping and laundry). More than 80% of respondents, however, also supported the need for long-term care facilities and assisted living units for older residents in the community. This was followed by strong support for respite and palliative care facilities.



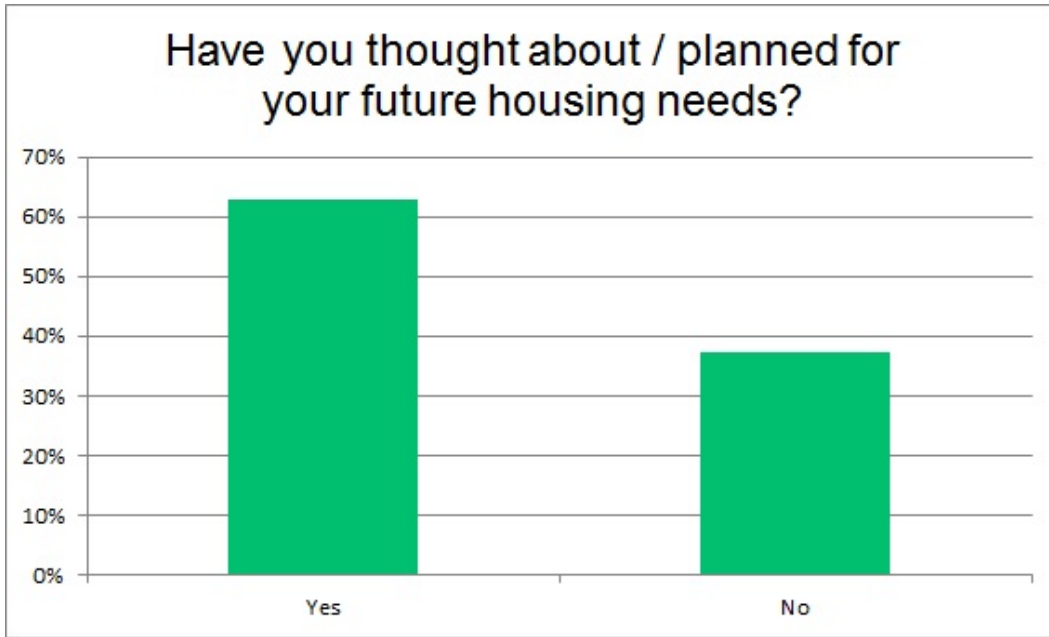
Given the strong support for a range of housing options for older residents, we asked people about the type of housing they might be looking for in about 5 years. Just under half of the respondents suggested that they would be looking for independent living units, such as private apartments. This was followed by just over 27% of respondents who would be looking for supportive living units, as well as smaller groups who expressed interest in assisted living and long-term care options. Roughly 23% of the people who responded noted that they would not be seeking any other housing options in the near future.



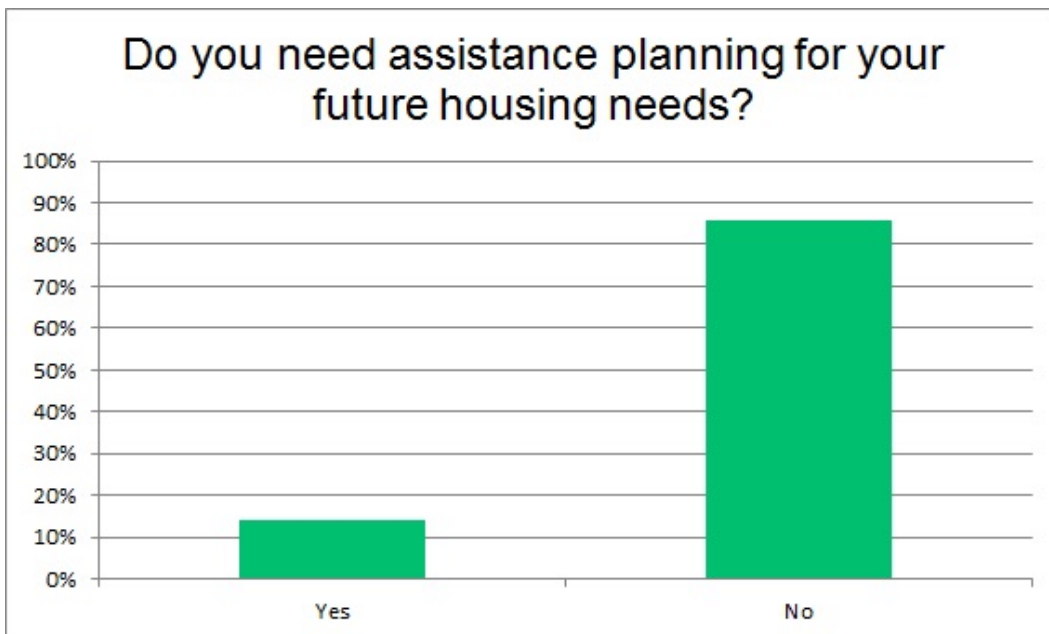
More than 90% of survey respondents were not currently on any waiting lists for alternative housing options for older residents.



As residents look towards their future, we asked people if they have thought about, or planned for, their future housing needs. Just under two-thirds of respondents indicated that they have been thinking about the types of housing that they will need as they age in the community.



Lastly, survey respondents were asked if they needed any assistance planning for their future housing needs. While 14% of respondents were interested in such assistance, most of the participants did not require any help with planning for their future housing needs.



The section closed with an open ended question asking respondents if there were any other housing issues related to older residents that they would like to raise.

Their answers focused upon availability, affordability, design, and needed support services.

Availability (9)

- Availability (2)
- Allowing pets (1)
- Detached homes (1)
- Gated communities (1)
- Need hospice care (1)
- Need housing for couples (1)
- Need more senior condos (1)
- Private facilities (1)

Financial (7)

- Affordability (5)
- Financial aid for families with seniors (1)
- Flat rates for seniors (1)

Design (6)

- Accessibility (3)
- Housing that builds sense of community (1)
- Need housing with fitness rooms (1)
- More bedrooms per unit (1)

Housing Services (5)

- Need housing with meals / medical (2)
- Housing with delivery service (1)
- Housing with transportation services (1)
- Need home maintenance support (1)

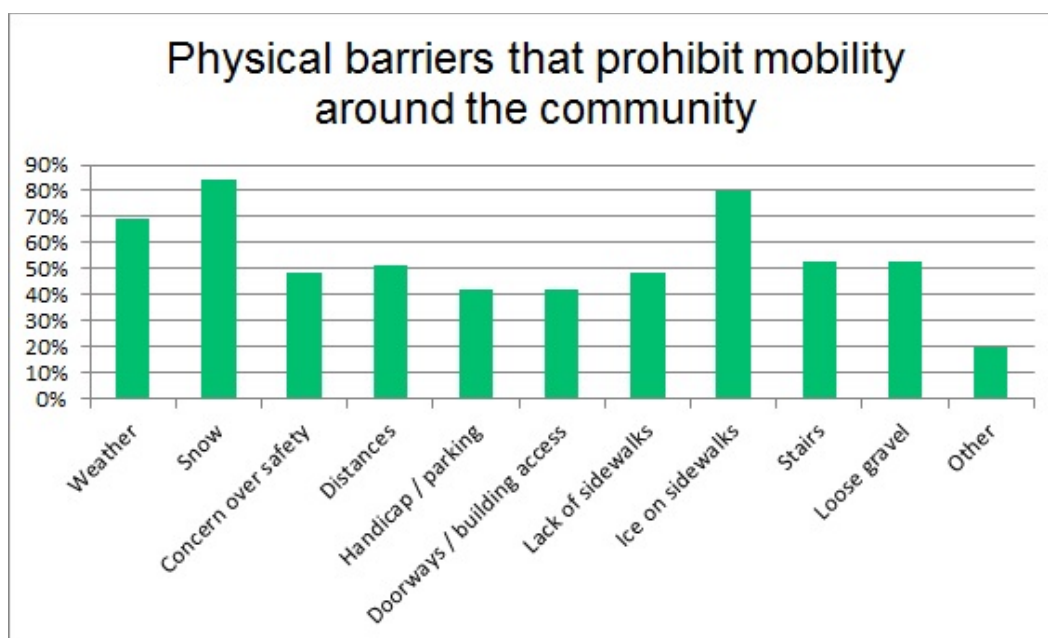
Other (3)

- Access to information (1)
 - Difficult to plan for changing health (1)
 - Other people need more help (1)
-

Section 3: Outdoor Spaces and Buildings

The physical environment can empower or impede the ability of older residents to engage with and move about the community. The ease of mobility is significant not only to address daily needs, but also to strengthen opportunities to maintain social well-being and attend to health care needs.

Respondents were asked to reflect on physical barriers in order to obtain a better understanding of the issues affecting the mobility of older residents in outdoor spaces and buildings. The most prominent physical barriers included snow, ice on sidewalks, and weather. However, roughly half of the respondents also listed stairs, loose gravel, distances, lack of sidewalks, and concerns about safety as key issues affecting mobility for older residents in the community. The use of smaller gravel aggregates in road and sidewalk maintenance strategies is also an important part of a community falls prevention program. Concerns about limited handicap / parking for older residents and accessible doorways and buildings were also listed by just over 40% of survey respondents.



In the open ended question on physical barriers that prohibit older residents from moving around the community, respondents concentrated upon transportation, parking, roads and sidewalks, and building design.

Transportation (8)

- Lack of transit on weekends (2)
- Must rely on handyDART with unreliable transit (2)
- Inadequate transit (1)
- Lack of transit routes (1)
- Need vehicle tags for non-handicap seniors (1)
- Taxi drivers reluctant to help with mobility aid (1)

Parking Lots (6)

- Handicap parking not close enough (1)
- Handicap parking on an incline (1)
- Icy parking lot at library / cultural centre (1)
- Lack of parking at hospital (1)
- Planning is vehicle oriented (1)
- Poor bylaw enforcement of handicap parking (1)

Roads and Sidewalks (6)

- Clearing snow from sidewalks (1)
- Clearing snow from roads (1)
- Icy sidewalks by hospital (1)
- More curb cuts for wheelchairs (1)
- Need more maintenance of potholes (1)
- Risky going out in winter (1)

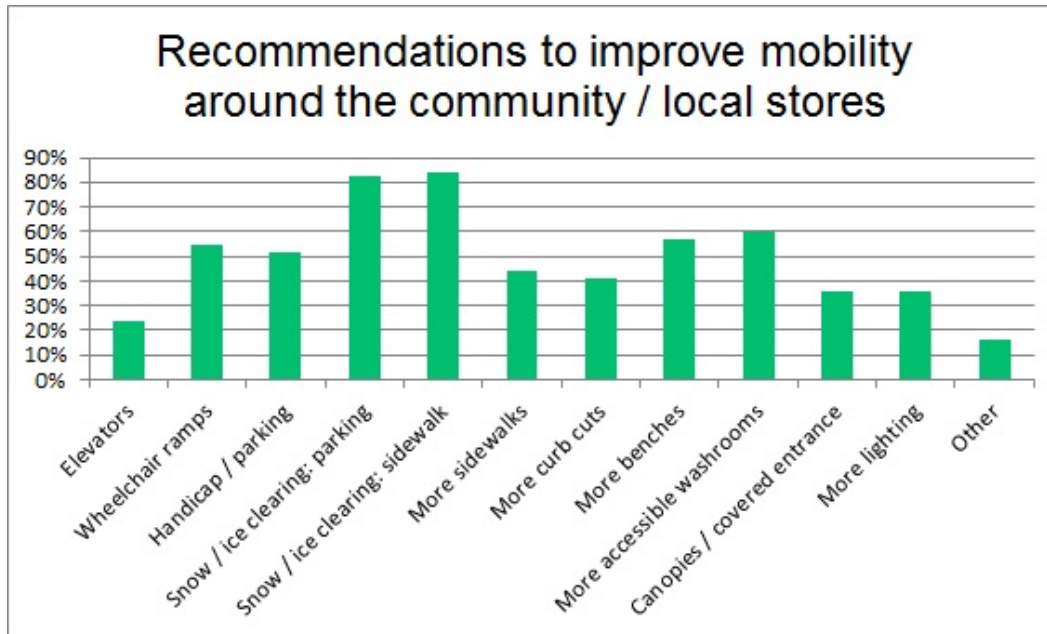
Building Design (4)

- Few businesses have automatic doors (1)
- Lack of accessible entrances for mobility aids (1)
- Lack of ramps (1)
- Need more handicap buttons to open outside doors (1)

Other (2)

- Lack of seniors' fitness programs (1)
- Limited wheelchair mobility (1)

As a follow-up, it was important to obtain feedback about some of the things that need to be done to allow older residents to move around the community and local stores more easily. With the support of more than 82% of participants, there was a strong call for snow removal and ice clearing from parking lots and sidewalks. This was followed by strong support for more accessible washrooms, benches, wheelchair ramps, and handicap / parking for older residents in the community. More sidewalks, curb cuts, covered entrances, lighting, and elevators were recommended by smaller groups of respondents. Such investments will help to improve perceptions of safety and reduce the isolation of older residents in the community.



When an open-ended question asked for suggestions of the things that need to be done to allow older residents to move about the community / local stores more easily, responses included attention to easier mobility.

Transportation (5)

- Another handyDART (1)
- Better monitoring of handicap parking (1)
- Can't afford high handyDART fees (1)
- More bus routes (1)
- Smaller buses for inner city / evening outings (1)

Building Design (4)

- Better apartment maintenance (1)
- More automatic doors (1)
- Wider aisles (1)
- Wider doorways (1)

Parking Lots (2)

- Paved level parking at medical facilities (1)
- Underground parking (1)

Sidewalks (2)

- Better sidewalks at medical facilities (1)
- Better snow removal where parking spot meets sidewalk (1)

Street Design (2)

- Better lighting (1)
- Heated wheelchair ramps (1)

Other (2)

- Coffee shop in store (1)
- More security (1)

The section closed with an open-ended question asking respondents if there were any other issues that they would like to raise related to older residents' accessibility and mobility in outdoor spaces and buildings. Their answers focused upon building design, green spaces, and transportation/parking.

Building Design (8)

- More accessible ramps to stores (1)
- More benches in stores (1)
- More handicap buttons for entrances (1)
- More railings to store entrance (1)
- Need automatic doors for stores (1)
- Seniors' complex with book room (1)
- Seniors' complex with grocery market (1)
- Stores with steps not wheelchair friendly (1)

Green Spaces (7)

- Spaces for outdoor walking / exercise (2)
- Community exercise spaces (i.e. chair workout) (1)
- Community flower garden (1)
- Community vegetable garden (1)
- More seating / lighting in green spaces (1)
- Outdoor washrooms (1)

Transportation (5)

- More handyDART buses (1)
- More maintenance of potholes (1)
- More robust dispatch handyDART system (1)
- More transit (1)
- Need more flexible, accessible transportation (1)

Services (3)

- Assistance cleaning home (1)
- Assistance with driveway removal of snow (1)
- Assistance to remove snow from private sidewalks (1)

Parking Lots (2)

- Better winter maintenance of store parking lots (1)
- More handicap parking spots (1)

Sidewalks (2)

- Need better lighting for sidewalks (1)
- Need more sidewalks to mailboxes (1)

Safety (1)

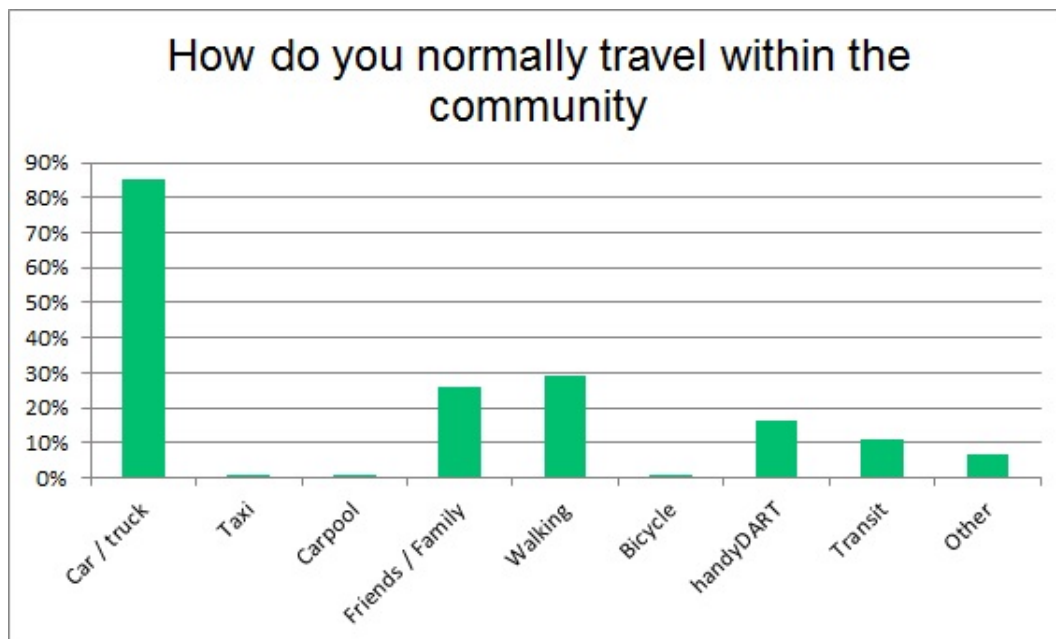
- Visible policing / security (1)

Nothing (5)

Section 4: Transportation

Transportation services are an important factor shaping the mobility and independence of older residents. Access to transportation not only connects people with activities to maintain their social well-being, but also enables them to complete tasks that address their daily needs.

Respondents were first asked to indicate how they normally travel within Fort St. John to conduct activities such as shopping, attending social outings, etc.. The most prominent form of travel for almost 85% of respondents was by car or truck. This was followed by those who walk or rely on friends and family for transportation. A smaller group of survey respondents used handyDART, transit, taxis, carpooling, and bicycling to address their transportation needs.



When we asked if people had a valid driver's license, 90% of respondents said 'yes'.



A series of open ended questions then asked about different transportation systems. When asked if the public bus system in Fort St. John meets the needs of older residents, a series of positive and negative comments were received.

Negative (52)

- No (7)
- Too far to walk to bus stop (7)
- Transit takes too long (6)
- Need more bus routes (5)
- No transit in evenings (5)
- Buses are not wheelchair / accessible (4)
- Transit is unreliable / late (4)
- Lack of benches / shelters (3)
- Not enough buses / handyDARTs (3)
- Not enough service days (3)
- Don't use it (2)
- More bus stops needed (2)
- Transit is expensive (1)

Positive (10)

- Yes (9)
- Buses are wheelchair friendly / accessible (1)

Don't know (25)

- Not sure (13)
- Live outside of town (2)
- Have not used it (10)

The next open-ended questions asked if the HandyDART bus system in Fort St. John met the needs of older residents. Respondents provided a number of positive and negative comments.

Negative (51)

- Too busy / booked (13)
- Need extended hours (12)
- Need more buses (8)
- Not enough days (7)
- Difficult to schedule (4)
- Doesn't arrive on time (1)
- Driver was abusive (1)
- Expensive (1)
- Needs to expand out of town (1)
- No (1)
- Some complain (1)
- Use of system abused (1)

Positive (20)

- Yes (16)
- Nice helpful staff (3)
- Works well for those who need it (1)

Don't Know (16)

- Haven't used it (7)
 - Unsure (7)
 - Costs might not fit budget (1)
 - Live outside of town (1)
-

The next open-ended questions asked if the taxi companies in Fort St. John met the needs of older residents. Respondents again provided a number of positive and negative comments.

Negative (70)

- Too expensive (16)
- Drivers aren't helpful (8)
- Drivers look sketchy (7)
- Long wait times (7)
- Only one wheelchair accessible taxi (7)
- Unreliable (5)
- General public not happy with taxis (4)
- No (4)
- Not accessible (4)
- Difficult to book (3)
- Lack of other options (2)
- Not for people in WC (2)
- Bad driving (1)

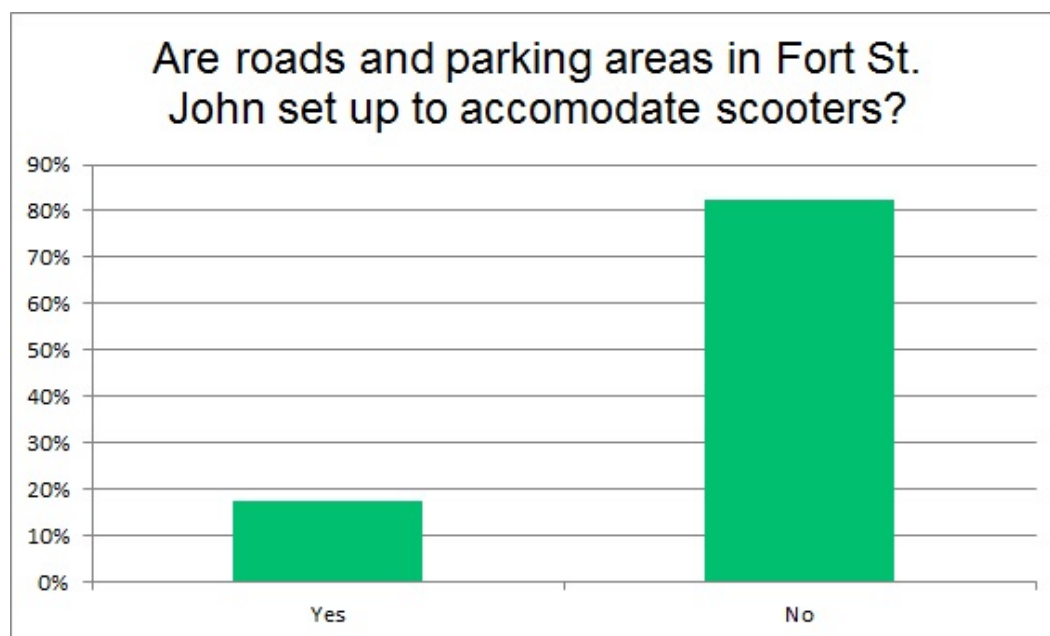
Positive (1)

- Yes (1)

Don't Know (11)

- Unsure (6)
 - Haven't used it (5)
-

We also asked participants if the roads and parking areas in Fort St. John are set up to accommodate scooters that assist with the mobility of older residents. Just over 82% of respondents felt that the roads and parking areas needed improvements to support the use of scooters.



In answering the open ended question on whether the roads and parking areas in Fort St. John are set up to accommodate scooters that assist with the mobility of older residents, respondents provided a number of details.

Negative (30)

- Deteriorated sidewalks (9)
- Ice and snow (8)
- Walmart isn't appropriate for scooters (3)
- Not outside of the core (2)
- Potholes (2)
- Too steep / uneven (2)
- Bumpy roads (1)
- Dangerous traffic (1)
- No (1)
- Not accessible (1)

Positive (2)

- Yes (2)

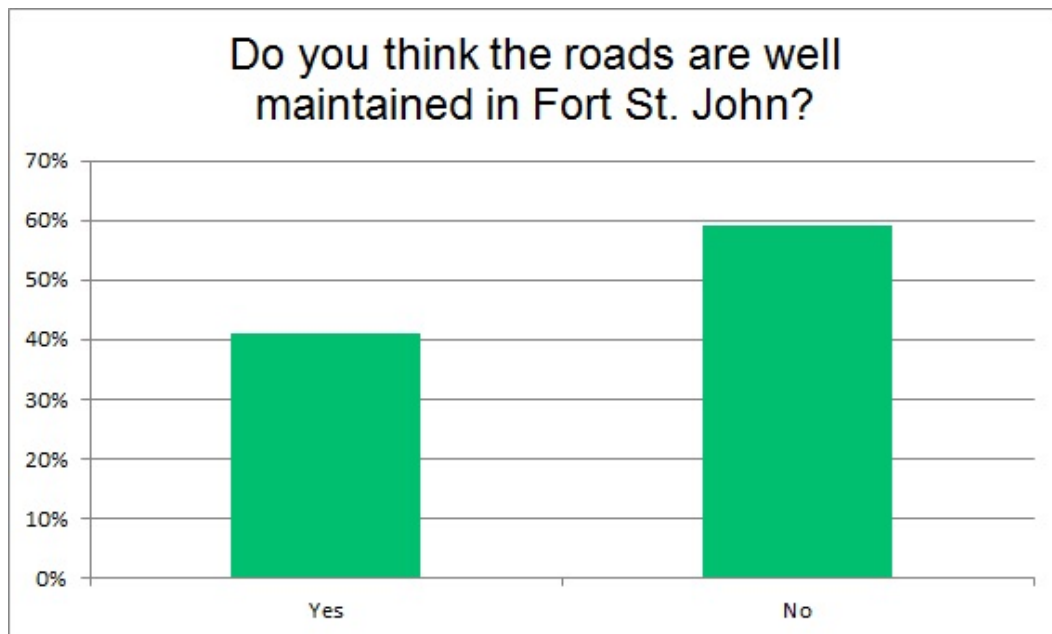
Don 't Know (9)

- Unsure (8)
 - Somewhat (1)
-

Respondents were also asked if they required any assistance walking. This may include assistance from mobility aids such as canes, walkers, and wheelchairs. Just under 20% of survey respondents indicated that they require some form of mobility assistance.

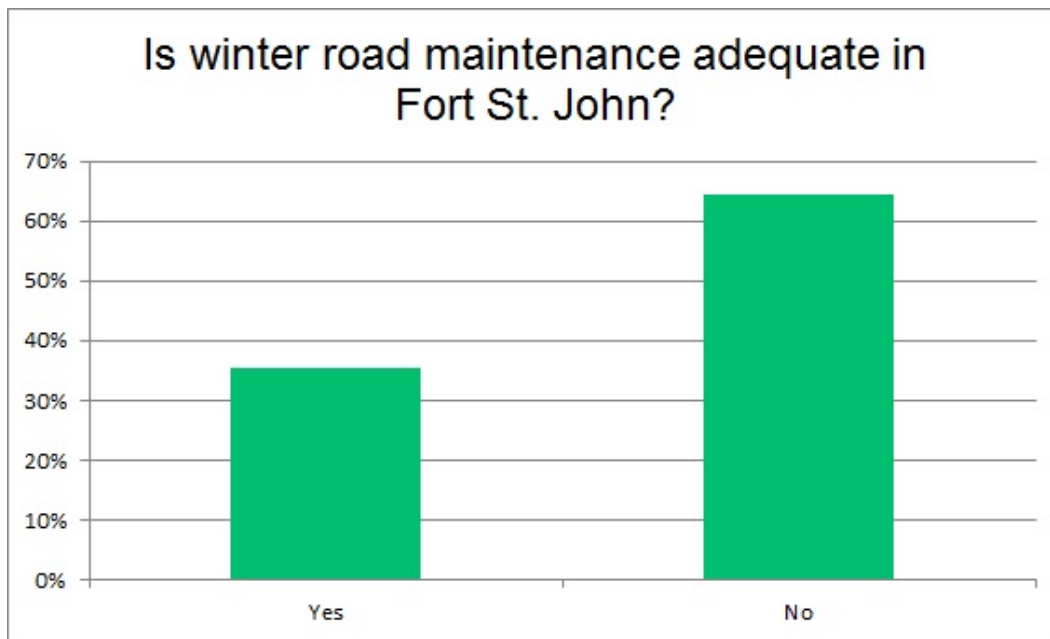


To assist with improving mobility for older residents within Fort St. John, respondents were asked a series of questions about the maintenance of physical infrastructure in the community. When asked if the roads were well maintained in Fort St. John, roughly 59% of respondents said 'no'.

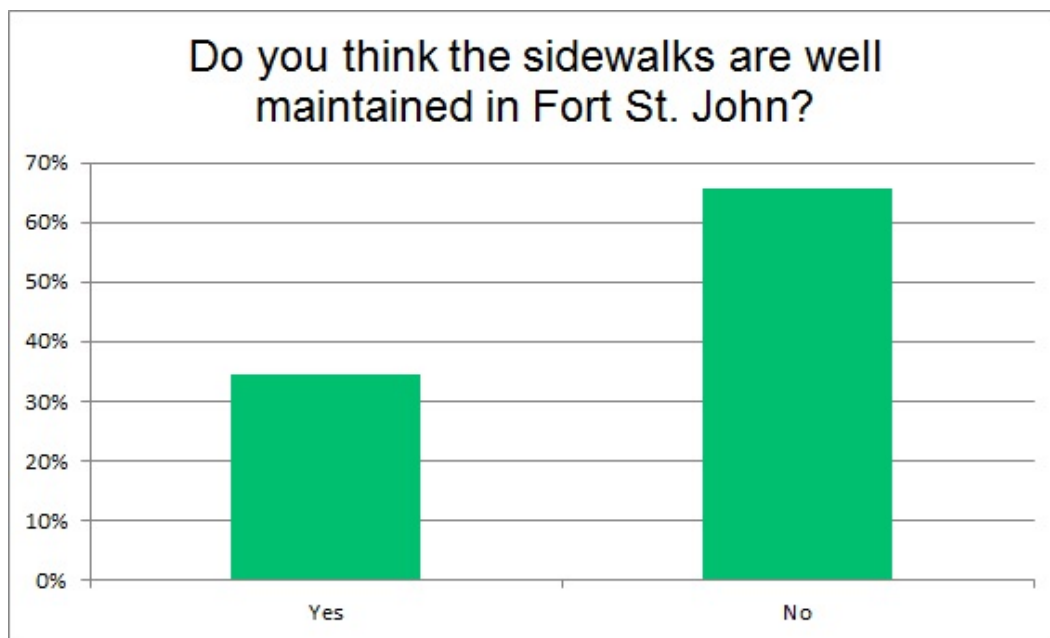


Concerns for road maintenance in Fort St. John were especially noted during the winter months. In this case, almost two-thirds of respondents felt improvements

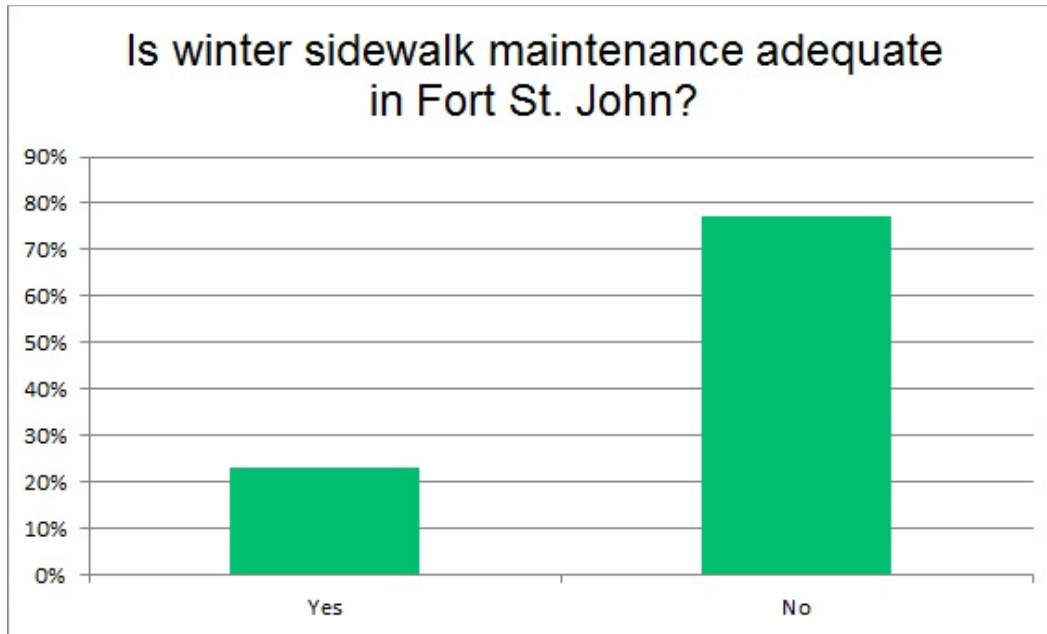
in winter road maintenance were needed in order to ease mobility and create a safer, more comfortable mobility environment for older residents.



When respondents were asked if sidewalks are well maintained in Fort St. John, almost two-thirds said 'no'.



Again, for more than three-quarters of respondents, concerns about sidewalk maintenance were particularly prevalent during the winter months.



The section closed with an open ended question asking what types of local transportation services should be provided for older residents. Respondents focused mainly on public transportation options.

HandyDART (31)

- handyDART (13)
- More handyDART buses (10)
- Expanded hours / days for handyDART (8)

Transit (12)

- Buses (5)
- Expanded hours / service for bus (4)
- Bus service to medical services (1)
- Bus service to out of town appointments (1)
- More bus stops / shelters (1)

Human Resources (4)

- More helpful drivers (2)
- Volunteer drivers / organizations (2)

Taxi (4)

- Taxis (3)
- Disability-friendly car service (1)

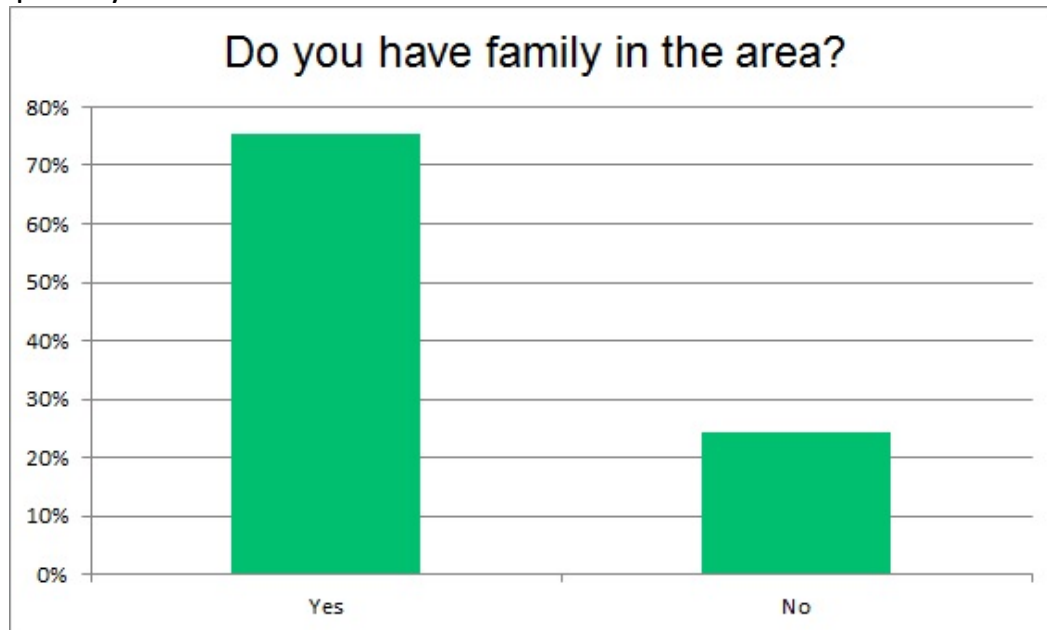
Other (5)

- Free transportation (1)
- More emergency services (1)
- More flexibility (1)
- Sidewalk / road maintenance (1)
- Seniors Committee to address transportation issues (1)

Unsure (4)

Section 5: Respect and Social Inclusion

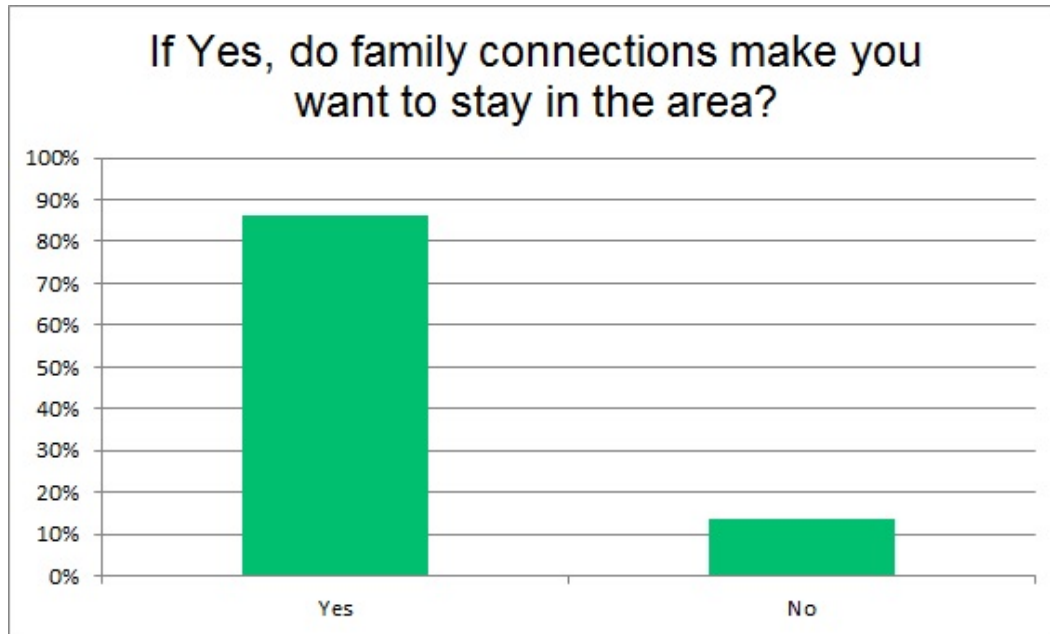
Respect and social inclusion are important components to healthy aging as they address the attitudes and behaviours that broader citizens have towards older residents in their community. A series of questions were asked to explore issues concerning social inclusion and respect for older residents in Fort St. John. To start, we asked if people had family living in the area. In response, approximately 75% replied 'yes'.



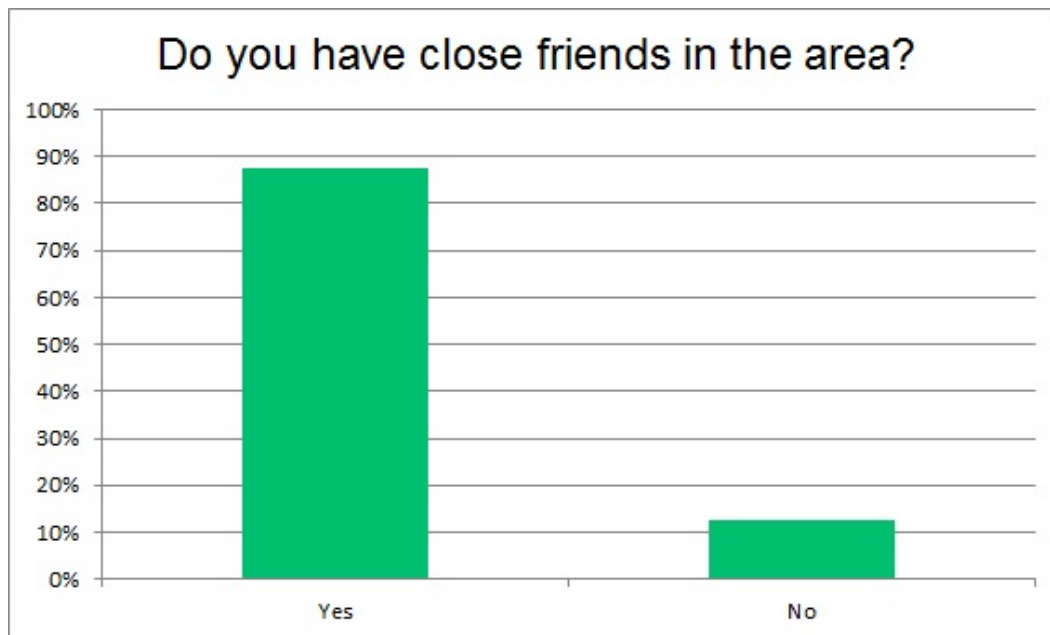
When asked in an open ended question, how many family members lived in the area, respondents' answers were as follows:

-
- 1 member (8)
 - 2 members (5)
 - 3 members (2)
 - 4 members (5)
 - 5 members (2)
 - 6 members (3)
 - 8 members (2)
 - 10 members (3)
 - 12 members (2)
 - 14 members (1)
 - 20 members (1)
 - 25 members (2)
 - More than 25 members (2)

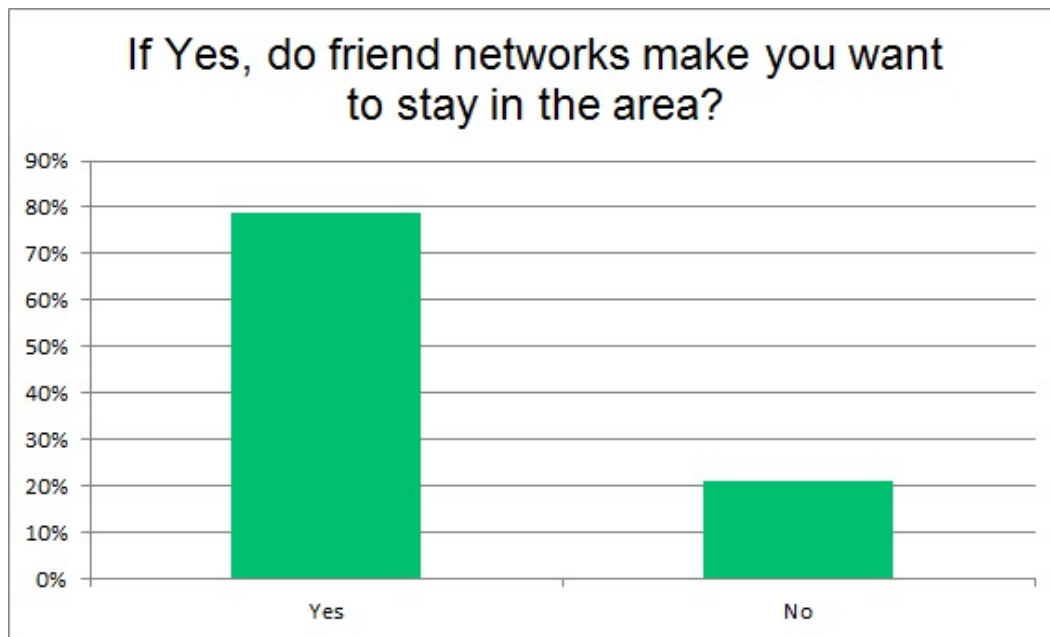
This was followed with a question to explore if these family connections make people want to stay living in the Fort St. John area. For roughly 86% of respondents, the answer was 'yes'.



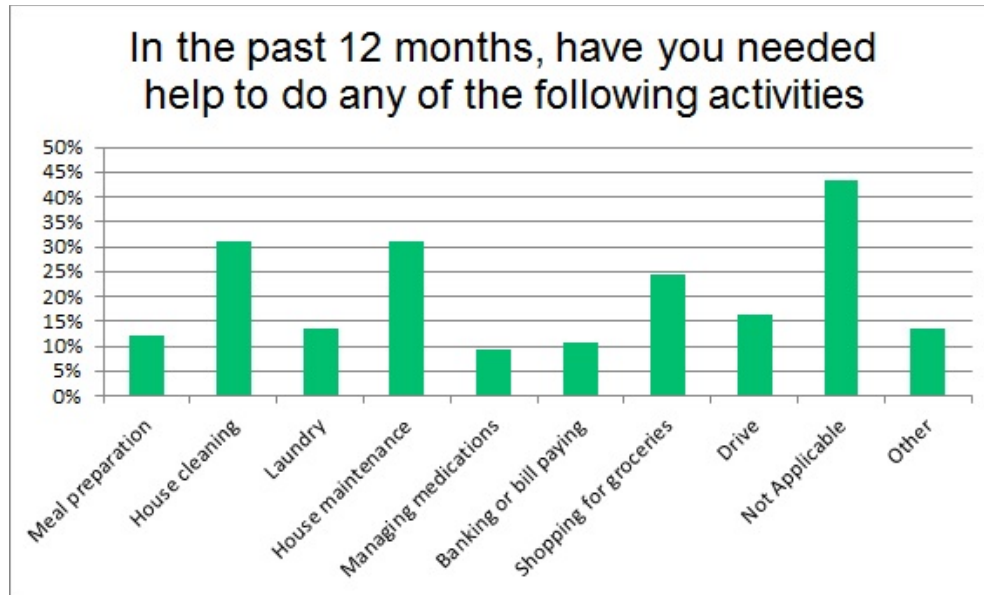
When respondents were asked if they have close friends in the Fort St. John area, roughly 87% said 'yes'.



In this case, just under 80% of the respondents felt that these friendship networks played a role in their choice to stay living in the area.



Respondents were asked if they had needed help from another person or an organization to do a number of activities over the past 12 months. It is first important to note that roughly 57% of the respondents were seeking assistance for some of their routine activities. The most prominent tasks that people sought assistance for included house cleaning and home maintenance. This was followed by assistance shopping for groceries and obtaining rides in the community. There were also smaller groups who sought help with laundry, meal preparation, banking and paying bills, and managing medications.



In the open-ended question asking for details about that assistance from another person or an organization, respondents added the following:

Home Maintenance (5)

- Snow removal (2)
- Aid with housekeeping (1)
- Family takes assists mother (1)
- Need help with recycling (1)

Health Care (2)

- Doctor appointments (1)
- Lab visits (1)

Transportation (2)

- Need help to get to airport (1)
- Relatives help with transportation (1)

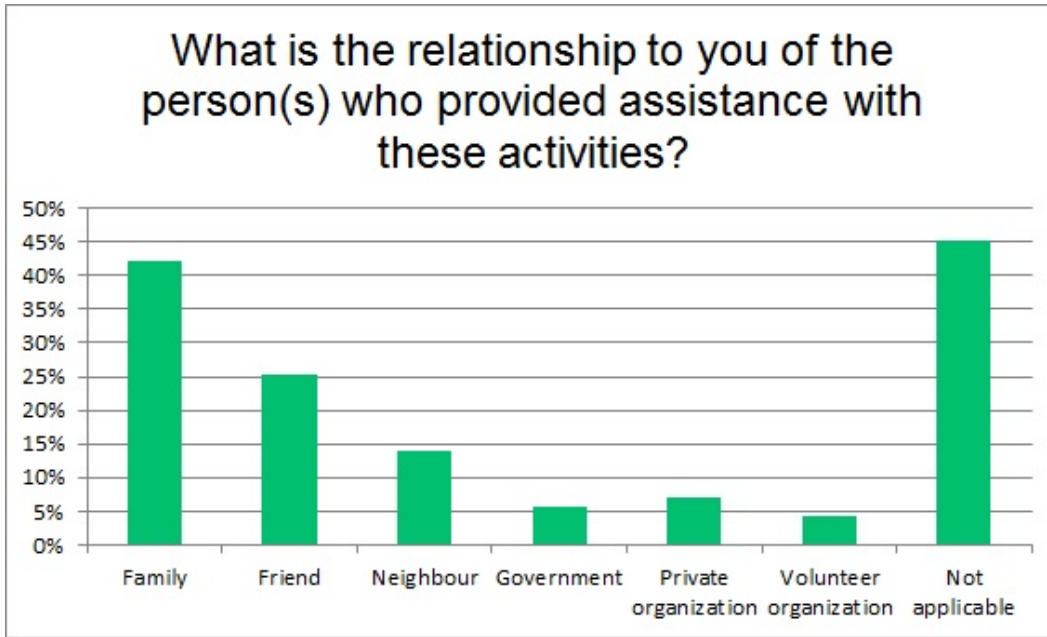
Shopping (1)

- Aid with shopping (1)

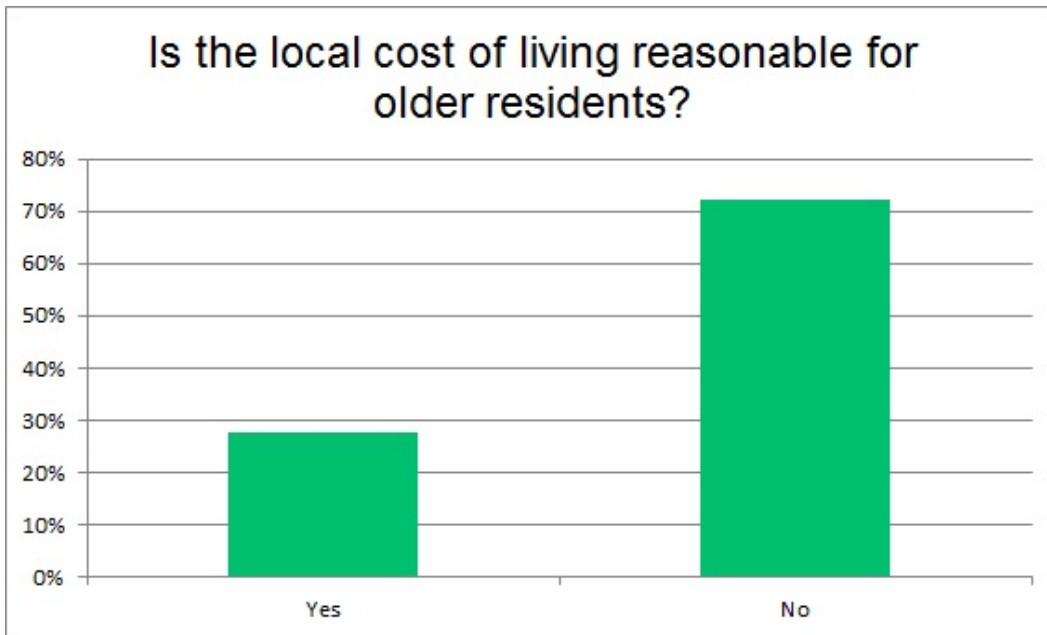
Other (4)

- No (4)

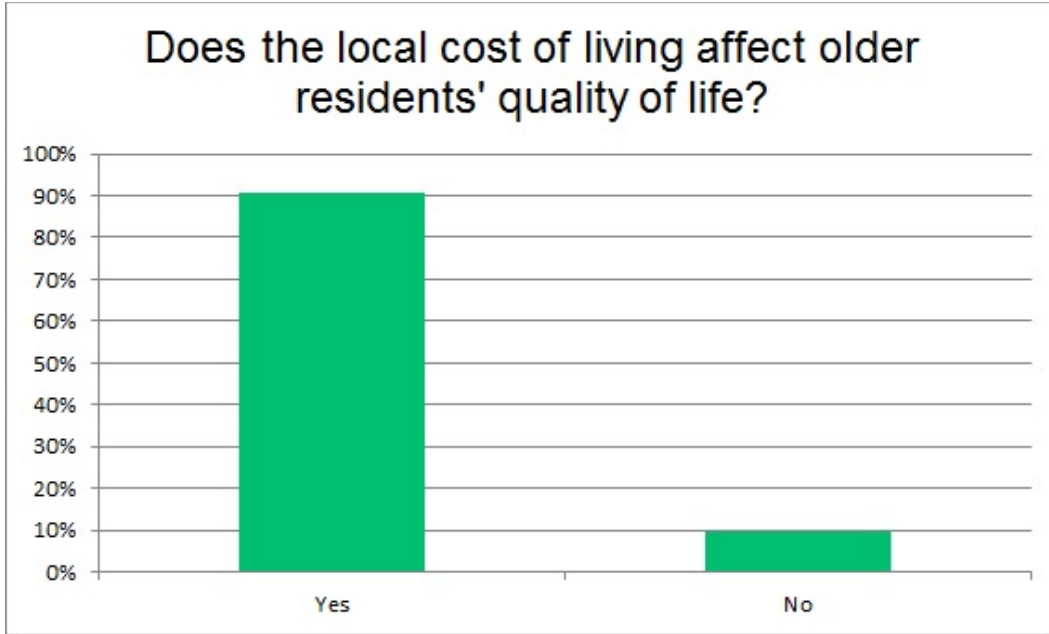
When we asked about the relationship of the person who provided assistance with these activities, the most prominent sources of support were family and friends. Neighbours, private organizations, government agencies, and volunteer organizations were also used by smaller groups of respondents.



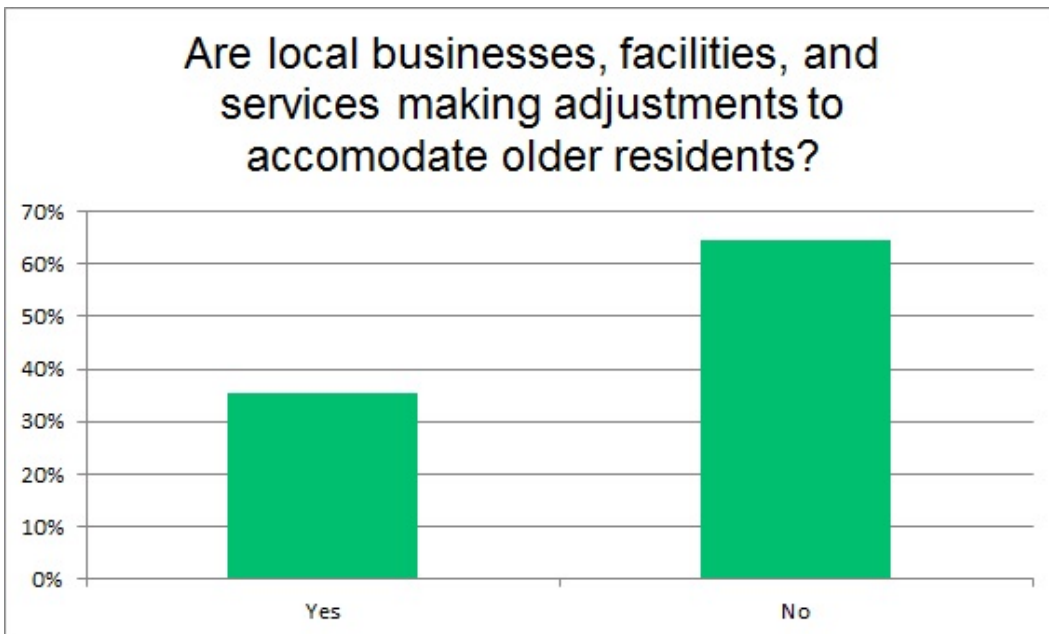
When we asked if the local cost of living in Fort St. John is reasonable for older residents, roughly 72% of respondents replied 'no'.



For those who expressed concerns, roughly 90% felt that the cost of living was affecting older residents' quality of life.



With the City’s interest to continue to foster the development of an age-friendly community, we asked respondents if local businesses, facilities, and services were making adjustments to accommodate older residents. In response, just under two-thirds of the survey participants said ‘no’.



In the open ended question asking for details about how local businesses, facilities, or services making adjustments to accommodate older residents, respondents added a number of positive and negative observations.

Negative (11)

- Washrooms / doorways not accessible (2)
- Can't get someone to clean driveway (1)
- Few businesses offer senior discounts (1)
- Lack of accessibility (1)
- Lack of handicap parking at post office (1)
- Lack of handicap parking at government offices (1)
- Lack of sidewalk curb cuts (1)
- More awareness / help needed (1)
- No (1)
- Not wheelchair accessible (1)

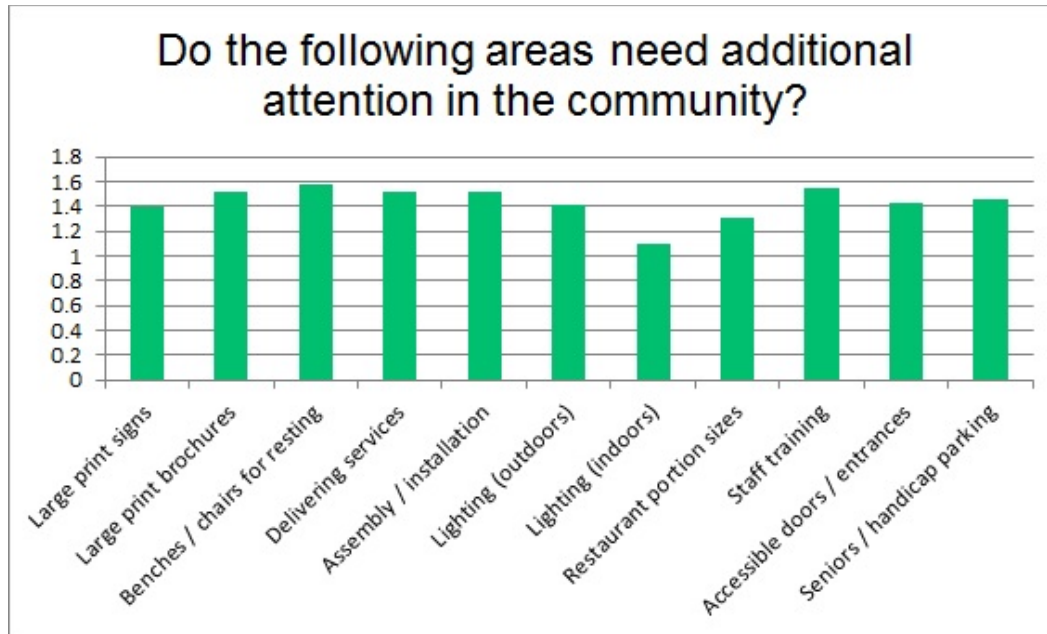
Positive (5)

- Yes (2)
- Gym offers reduced senior rates (1)
- Help open / close doors (1)
- Supply moveable ramps (1)

Some do (11)**Don't Know (9)**

- Not sure (7)
 - Not aware of what is available (2)
-

Based on a weighted average, survey respondents were also asked to reflect on other areas that need additional attention in the community. The most prominent areas requiring more attention included more benches and chairs for resting and staff training for assisting older residents. This was followed closely by recommendations to invest resources in large print brochures and menus, delivery services, and assembly / installation services. There was also strong interest in expanded seniors / handicap parking and accessible doors and entrances to buildings, as well as more outdoor lighting and large print signs to ease mobility throughout the community. Lastly, a smaller group of respondents felt that more attention was needed to improve restaurant portion sizes and indoor lighting.



The section closed with an open ended question asking if there were any other social inclusion issues related to older residents that respondents would like to raise. In turn, those who added comments focused seniors programs / activities and service supports

Seniors Programs / Activities (8)

- Access to cultural events (1)
- Engage seniors at the Heritage (1)
- Expand entertainment at Heritage (1)
- More activities for seniors (1)
- More activities inclusive of seniors (1)
- Need more games (1)
- Need more painting (1)
- Need planned / instructed activities (1)

Service Supports (7)

- More services for low-income seniors (2)
- Develop a list of organizations / activities for seniors (1)
- Develop a list of seniors who could mentor / provide assistance (1)
- High cost of services (1)
- Need home support (1)
- Program to match disabled seniors with volunteers (1)

Infrastructure (3)

- Clearing / salting areas from handicap parking spots to doors (1)
- Need more malls (1)
- Need more senior halls (1)

Business Supports (2)

More assistants in stores (1)

Need more appropriate restaurant portion sizes (1)

Communication (2)

Promote events / activities beyond social media (1)

Service providers need to speak more slowly (1)

Education (1)

Need computer training at library (1)

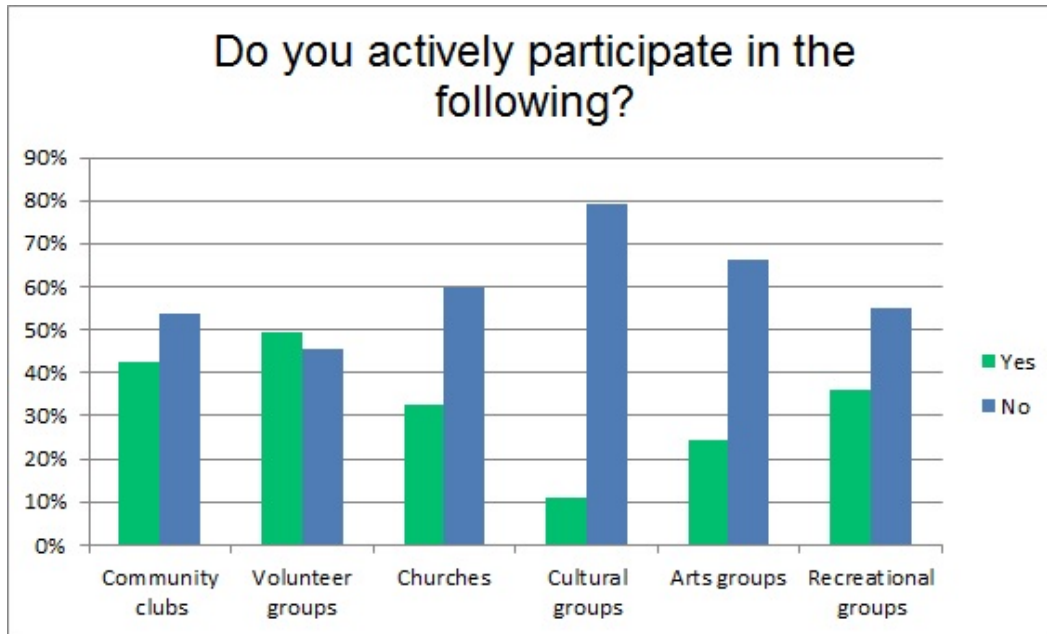
No (4)**Unsure (1)**

Section 6: Social Participation

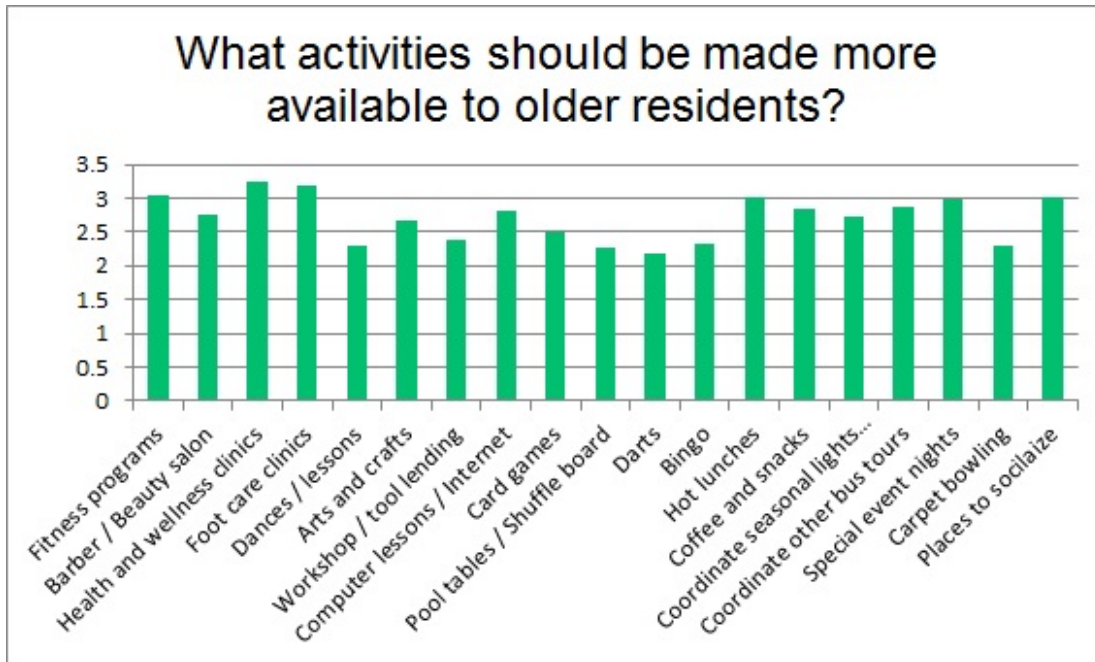
Engagement in social and recreational activities and organizations can strengthen community connections and improve many aspects of quality of life for older residents. In some ways, this requires attention to adaptable social and recreational infrastructure so as to support opportunities for social interaction and engagement. In this section, we asked questions regarding the social environment for older residents in Fort St. John.

To start, we asked if people use the following community facilities. Responses were based on a weighted average, with 1 indicating daily use and 5 indicating people who have never used these community facilities. For the most part, respondents indicated that they use community facilities on an occasional basis. The cultural centre was most commonly used on a monthly basis. This was followed by occasional use of the public library, senior citizen's hall, fitness facilities, and museum. The swimming pool and golf course were also occasionally used by survey respondents. Community facilities that were more rarely used included tennis courts, baseball diamonds, cross-country ski trails, curling rink, and hockey rinks.

When we asked if people actively participate in community groups, almost half noted that they engage with voluntary organizations. This was followed by respondents who engage with community clubs, recreational groups, churches, and arts groups respectively. A smaller group also actively participate in cultural organizations.



Further, people were asked about which activities should be made more available to older residents. Again, responses were based on a weighted average, with 1 indicating not needed and 4 indicating activities that were very important to be made more available to older residents in Fort St. John. In this case, the strongest support was expressed for health and wellness clinics, foot care clinics, fitness programs, hot lunches, special event nights, and places to socialize respectively. Activities that were also deemed as important were bus tours, coffee and snacks, computer / Internet lessons, seasonal light tours, barber / beauty salons, arts and crafts, and card games. A smaller group of respondents also felt that dances and dance lessons, tool lending and workshops, pool tables / shuffle board, darts, bingo, and carpet bowling were needed, but they were not rated as important as the other listed activities.



In the open ended question about what activities should be made more available to older residents, respondents added the following:

Social (6)

- Events to connect seniors with church (1)
- Events to connect seniors with friends / family (1)
- Events to connect seniors / politicians (1)
- More events with tasty food (1)
- Need evening events (1)
- Need more activities in senior housing (1)

Recreational (3)

- Events to connect seniors with exercise (1)
- Need more yoga / stretch classes (1)
- Need transportation to walking track / trails (1)

Financial (2)

- Can't afford activities (1)
- Need free lunches (1)

Entertainment (1)

- Movies (1)

Promotion (1)

- Need to advertise events in advance (1)

Other (3)

- Need volunteer help with gardening (1)
- Need more volunteer help with home maintenance (1)
- There is lots of socializing (1)

The section closed with an open ended question asking if there were any other social or recreational issues related to older residents that you would like to list. Those who added comments focused on a wide range of topics and issues.

Events (7)

- Air show (1)
- Bird watching (1)
- Fall fairs (1)
- Fishing (1)
- More city events for seniors (1)
- Parades (1)
- Watching boats on lake (1)

Arts and Culture (4)

- Music events for seniors (2)
- Culture events for seniors (1)
- Photography (1)

Multi-Generational Programs (3)

- Adopt a grandparent program (1)
- Connect seniors / students to live together (1)
- Interaction with kids / daycares (1)

Trips (3)

- Group bus trips (1)
- More day trips (1)
- Trips to see fall leaves (1)

Affordability (2)

- More affordable activities (1)
- More free activities (1)

Accessibility (2)

- Can't attend due to transportation (1)
- More activities where seniors reside (1)

Community Planning (2)

- Seek senior opinions for city expansion (1)
- Seek senior opinions for intersections (1)

Recreation (2)

- More activities to keep seniors active (1)
- Need seniors' yoga / stretching class (1)

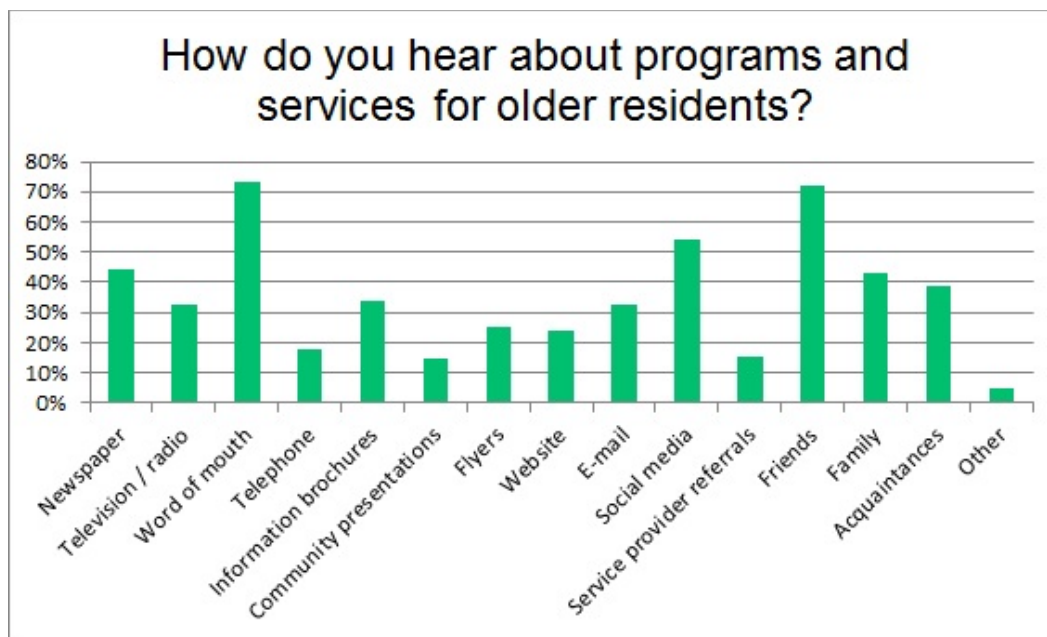
Other (3)

- More activities for single seniors (1)
- Opportunity to visit pets / dogs (1)
- Planned outings (1)

No (6)

Section 7: Communication and Information

There have been many changes in the ways programs and services are organized and promoted. However, limited options for communicating and sharing information about key programs and services for older residents can result in confusion for those attempting to connect with supports. As such, questions were asked concerning the communication strategies used to promote programs and services to older residents in Fort St. John. In particular, we asked how respondents typically hear about programs and services for older residents. For more than 70% of respondents, key sources of information included word of mouth and friends. Roughly 54% of survey respondents also relied on social media to hear about programs and services. This was followed by those who relied upon newspapers, family, acquaintances, television and radio, e-mail, and information brochures respectively. A smaller group of respondents also used flyers, websites, telephone, community presentations, and referrals by service providers to find out more information about programs and services for older residents.



For those who added comments about communications, a couple mentioned that they often hear about programs after they are completed, while a couple of others suggested the need for programs to be much better promoted in advance.

The section ended with an open ended question that asked respondents about ways that information on programs and services for older residents could be better provided. Their added comments focused mainly on print communications, with some additional attention to electronic media.

Print Communication (17)

- Flyers program (4)
- Newspaper (4)
- Alaska Highway News (2)
- Use mail (2)
- Brochures at City facilities (1)
- Energetic City (1)
- Information at medical facilities (1)
- Mailout program (1)
- Personal newsletters (1)

Technology (7)

- Seniors' website (3)
- Email distribution lists (2)
- Information on city website (1)
- Website coordinating programs / information online (1)

Informal Communication (3)

- Communication through arts / crafts / recreation programs (1)
- Information sessions at seniors' hall (1)
- White boards at care homes (1)

Formal Communication (2)

- Advocacy office (1)
- Registration list (1)

Other (5)

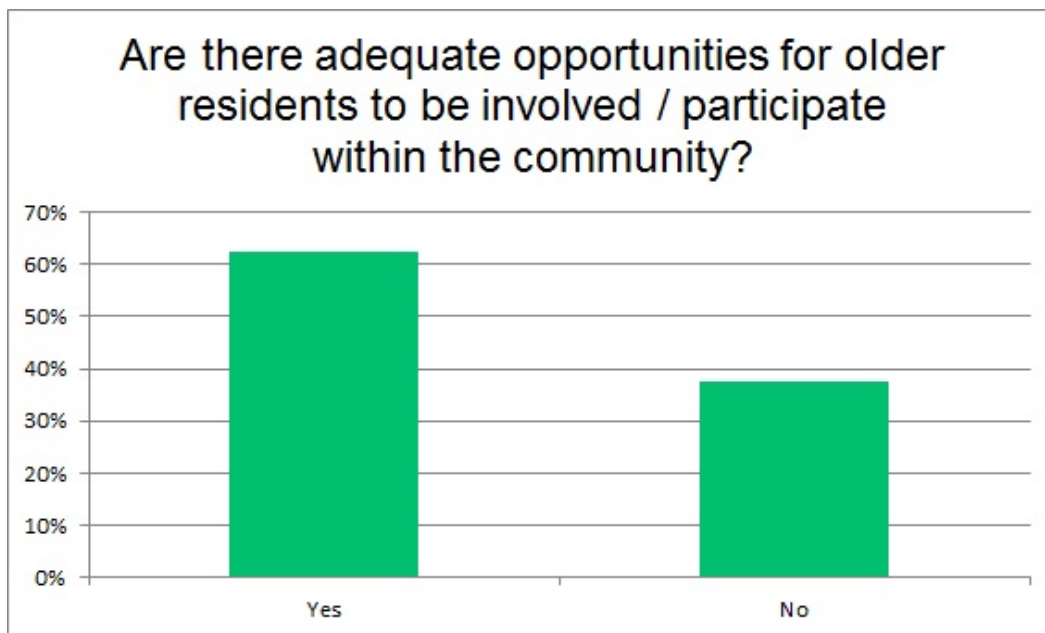
- Radio (4)
- Television (1)

No need yet (2)

Don't know (1)

Section 8: Civic Participation and Employment Opportunities

Civic participation and employment opportunities address the ways in which older residents may engage with the community or may pursue paid or voluntary work to support active aging. In this section, we explored questions around the civic engagement, employment, and quality of life of older residents in Fort St. John. First, we asked if people felt that there are adequate opportunities for older residents to be involved / participate within the community. In response, roughly 62% of survey respondents said 'yes'.



Only a few respondents added comments to this question of opportunities for older residents to be involved / participate within the community. Their comments suggest a number of barriers to participation.

Communication Opportunities (4)

- More communication needed (1)
- More opportunities for business / families / youth (1)
- Need more frequent activities at seniors' hall (1)
- Need more seniors' activities (1)

Community Planning (3)

- Invite seniors to new project meetings (1)
- Lots of opportunities to be involved (1)
- Referendums don't ask enough about older adults (1)

Transportation (3)

- Lack of affordable transportation (1)
- Lack of evening transportation (1)
- More transportation needed (1)

Employment Opportunities (2)

- Few opportunities for seniors past 75 years (1)
- Senior job site needed (1)

Financial (1)

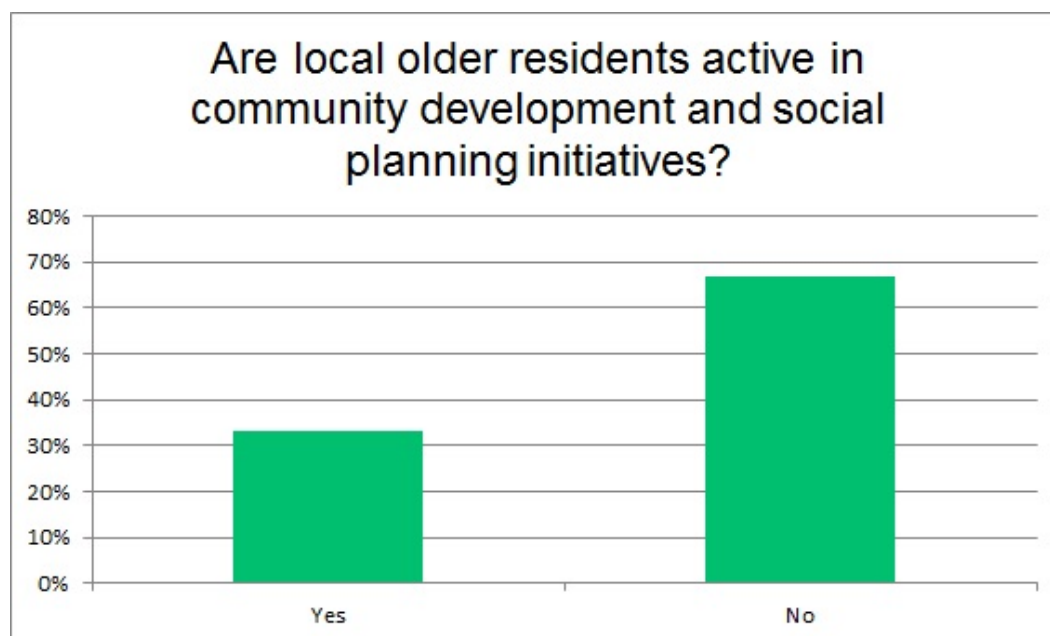
- Nothing is affordable (1)

Social Opportunities (1)

- Need daily drop-in at seniors' hall (1)

Don't know (4)

When we followed up to more specifically explore if older residents are active in community development and social planning initiatives, however, two-thirds said 'no'.



For those respondents who followed up this question by providing examples, most cited participation in one of the voluntary groups in Fort St. John focused on seniors' issues.

Respondents were then asked an open ended question about areas of continuing education that would assist older residents. Access to information and ongoing

skills development is a key part of supporting a local population as it ages. Responses to this questions focused on issues relating to financial literacy, health, and information technology.

Financial (12)

- Financial literacy classes (4)
- Dealing with fraud / scams (3)
- Completing income taxes (1)
- Financial aid for college courses (1)
- Financial support (1)
- More information about senior discounts (1)
- Seniors vulnerable to bank fraud (1)

Health (11)

- Healthy living (3)
- Living with aging / chronic illnesses (2)
- Avoiding depression (1)
- Courses about medications (1)
- More information about medical services (1)
- More information about therapeutic services (1)
- Seniors vulnerable to diet problems (1)
- Seniors vulnerable to medical contraindications (1)

Technology (9)

- More computer / technology / social media / smart phone literacy (8)
- Seniors vulnerable to Internet breaches (1)

Communication (3)

- Getting reminders in clear language (1)
- Printing senior information in large font (1)
- SONS has good information (1)

Legal (3)

- Legal support (1)
- Knowing your rights (1)
- Workshops about reporting elder abuse (1)

Arts and Culture (3)

- Writing (2)
- Arts (1)

Human Resources (2)

- Need volunteers to help with dances / gatherings (1)
- Need volunteers to help with lunches (1)

Nutrition (2)

- Communal cooking (1)
- Cooking for one (1)

Recreation (2)

- Exercise programs for elderly (1)
- Senior fitness classes (1)

Services (1)

- Filling out government forms (1)

Transportation (1)

- Driving courses (1)

Other (3)

- Continuing education in all areas (1)
- More continuing courses at college (1)
- More continuing courses at library (1)

Don't know (9)**Yes (2)****No (1)**

The final question in this section focused on the participation of older resident in the paid workforce. Respondents were asked an open ended question about the types of education, training, and re-training programs that should be made available for older residents who might wish to continue working in the paid economy. The suggestions from respondents focused on a wide range of topics – but these topics are tied together by a general need to remain current on technologies or to find ways to share the wisdom of a career's worth of experience in various sectors.

Education (18)

- Computer skills (4)
- Accounting (1)
- AED use program (1)
- Dancing (1)
- Employer training to see value of seniors (1)
- Investing (1)
- Keyboarding (1)
- Ongoing training to keep working (1)
- Senior assisted learning (1)
- Slower classroom pace (1)
- Teaching the younger generation (1)
- Training to take on-line courses (1)
- Training to upgrade skills for work (1)
- Use of cell / smart phones (1)
- Use of tills (1)

Employment (5)

More sedentary types of employment (1)

Part-time / casual work (1)

Use retired nurses for consulting (1)

Use retired nurses for mentoring (1)

Use retired nurses for teaching (1)

Other (14)

Whatever profession requires (6)

What individuals need (6)

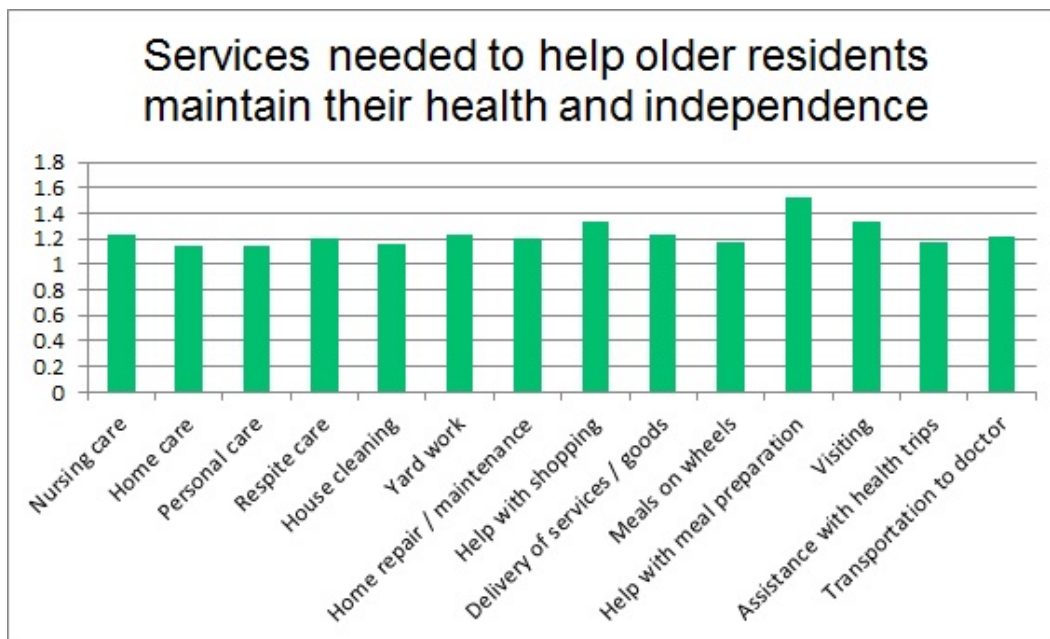
To address community gaps (1)

Travel clubs (1)

Don't know (2)**None (2)****All (2)**

Section 9: Community Support and Health Services

Community and health services not only address the short-term needs of older residents, but they are instrumental to strengthening advocacy and long-term independent living. In this section, issues about community supports and health services for older residents were explored with survey participants. For example, respondents were asked about which services are needed to help older residents maintain their health and independence in Fort St. John. Feedback was organized on a weighted scale with 1 indicating services that are needed versus a value of 2 indicating services that are not needed as much. Overall, a high proportion of residents indicated strong support for the range of services listed in the chart below. This speaks for the significant value that these health and community services have in the quality of life of older residents. Services that were deemed to be of greatest need included home care, house cleaning, and personal care. This was followed closely by strong support for many other services such as respite care, home repair and maintenance, assistance with medical trips, meals on wheels, transportation to the doctor, nursing care, yard work, and delivery services respectively. There was also strong interest in help with shopping and visiting. Assistance with meal preparation was not deemed as important by survey respondents.



In the open-ended question on what services respondents think are needed to help older residents maintain their health and independence, the following comments were added:

All of the services listed in the chart above (5)

Services (5)

- Tailored supports to personal need (2)
- Hospice (1)
- Services to maintain independence (1)
- Support for family providing care (1)

Transportation (2)

- handyDART (2)

Availability (2)

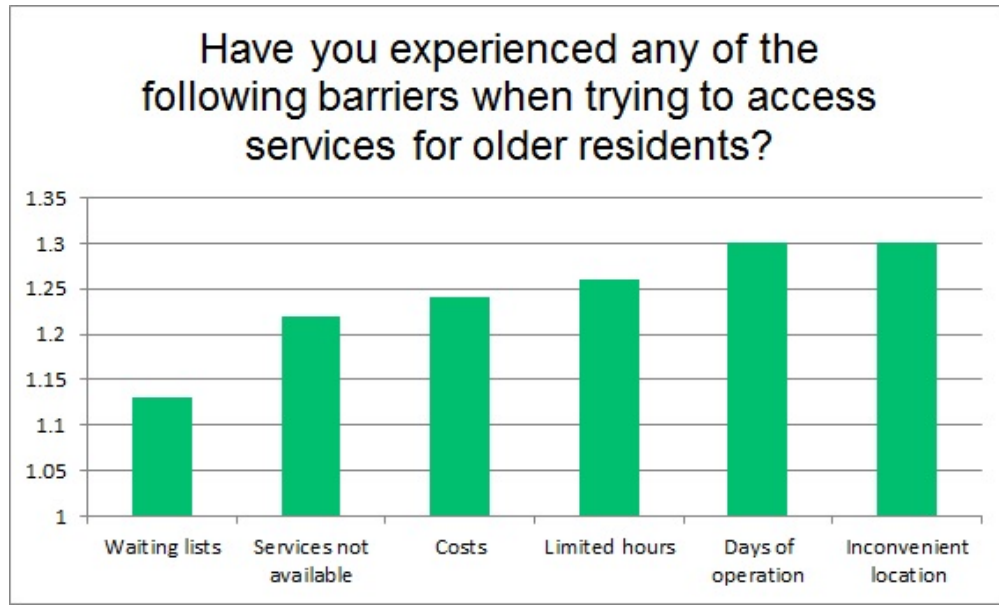
- Reduce wait times (1)
- Better access to specialists (1)

Shopping (2)

- Escorts for shopping (1)
- Home delivery (1)

No need for services (1)

Furthermore, respondents were asked if they experienced any barriers when trying to access services for older residents. Again, a weighted scale was used with 1 indicating 'yes' to listed barriers, while figures closer to 2 indicating a 'no' response. In this case, the most prominent barrier impeding access to services for older residents was waiting lists, followed by the absence of services in the community and costs to access services in the community. Limited hours, days of operation, and inconvenient locations were also issues for a number of respondents.



The section closed by asking an open-ended question about any other community support and health service issues related to older residents that respondents would like to mention. Those who responded added the following:

Health Care Availability (17)

- More doctors (5)
- Home support (2)
- More specialists (2)
- Bathing facilities (1)
- Diabetes support group (1)
- Doctor home visits (1)
- More / expanded facilities (1)
- Nurse practitioners (1)
- Palliative care (1)
- Walk-in clinic (1)
- Yoga for seniors (1)

Health Care Access (5)

- Reduced wait times (2)
- Revamp health care system to improve access (2)
- Address 'against policy' issues (1)

Housing (4)

- More housing (2)
- 2 bedroom apartments (1)
- Long-term care facility (1)

Transportation (1)

- Expand handyDART (1)

No (3)

Section 10: Moving Forward

At the end of the survey, respondents were given one final open ended question. This one asked simply “Beyond what we’ve have talked about, are there any other considerations related to older residents that you would like to list?” Respondent comments covered a number of topics:

Community Engagement (5)

- Engage rural seniors (1)
- Improve senior inclusion in community (1)
- Include seniors on council (1)
- Interaction with students (1)
- Need to address loneliness (1)

Quality of Services (5)

- Overhaul specialists (2)
- Better care to retain seniors (1)
- Better food (1)
- Expand services (1)

Attitudes to Seniors (4)

- Be kind / respectful of seniors’ dignity (4)

Housing (4)

- 2 bedroom apartments (1)
- Housing is expensive (1)
- Peace Villa extension (1)
- Senior apartments are small (1)

Availability of Services (3)

- Need better access to specialists (2)
- Home support (1)

Human Resources (2)

- Pay family members to care for seniors (1)
- Qualified senior advocates (1)

Business Development (1)

- Tax breaks to improve accessibility of businesses (1)

Other (5)

- No other comments (3)
 - Not sure what might be needed in future (2)
 - Seniors afraid to ask for help (1)
-

Appendix A: Survey Response Data Tables

Section 1: Background

3. How long have you lived in Fort St. John?

Answer Choices	Responses	
Less than one year	1.98%	2
1-5 years	3.96%	4
6-10 years	2.97%	3
11-15 years	5.94%	6
16-20 years	1.98%	2
More than 20 years	83.17%	84
	Answered	101
	Skipped	17

4. Please describe your employment status.

Answer Choices	Responses	
Retired	67.33%	68
Employed / Self-employed full-time	20.79%	21
Employed / Self-employed part-time	6.93%	7
Contract worker	0.99%	1
Homemaker	0.00%	0
Not employed	3.96%	4
Other (please specify)		4
	Answered	101
	Skipped	17

5. If you are retired, do you live year-round in Fort St. John?

Answer Choices	Responses	
Yes	90.48%	76
No	8.33%	7
	Answered	84
	Skipped	34

6. If you are not retired, are you planning on retiring in Fort St. John? *(Please check one)*

Answer Choices	Responses	
Yes	59.18%	29
No	8.16%	4
Not sure	30.61%	15
	Answered	49
	Skipped	69

7. What is your marital status?

Answer Choices	Responses	
Single - never married	5.94%	6
Married	52.48%	53
Live-in partner or common-law partner	6.93%	7
Separated	2.97%	3
Divorced	13.86%	14
Widowed	17.82%	18
	Answered	101
	Skipped	17

8. What is your total household income for the past year, before taxes and deductions?

Answer Choices	Responses	
0 - \$19,999	12.77%	12
\$20,000 - \$39,999	20.21%	19
\$40,000 - \$59,999	19.15%	18
\$60,000 - \$79,999	15.96%	15
\$80,000 - \$99,999	5.32%	5
\$100,000 - \$119,999	9.57%	9
\$120,000 - \$139,999	3.19%	3
\$140,000 - \$159,000	2.13%	2
\$160,000 or more	7.45%	7
Do not know	4.26%	4
	Answered	94
	Skipped	24

9. Beyond what we've have talked about, are there any other background issues related to your household that you would like to raise?

Answered	14
Skipped	104

Section 2: Housing

10. What type of housing do you live in?

Answer Choices	Responses	
Single detached house	75.58%	65
Duplex	3.49%	3
Town house	5.81%	5
Basement suite	0.00%	0
Seniors' housing complex	15.12%	13
Other (please specify)		11
	Answered	86
	Skipped	32

11. Is this dwelling owned or rented?

Answer Choices	Responses	
Owned (even if it still being paid for)	80.65%	75
Rented	19.35%	18
	Answered	93
	Skipped	25

12. Are there stairs between the main living section of the house and the bedrooms?

Answer Choices	Responses	
Yes	24.47%	23
No	75.53%	71
	Answered	94
	Skipped	24

13. Are there stairs to enter the house by the main entrance?

Answer Choices	Responses	
Yes	66.32%	63
No	33.68%	32
	Answered	95
	Skipped	23

14. Is this dwelling in need of any repairs?

Answer Choices	Responses	
No, only regular maintenance	69.89%	65
Minor repairs are needed	22.58%	21
Major repairs are needed	7.53%	7
	Answered	93
	Skipped	25

15. Would you say that current housing in Fort St. John meets the needs of older residents? (ie: design, location, affordability, etc)

Answer Choices	Responses	
Yes	11.36%	10
No	88.63%	78
	Answered	88
	Skipped	108

16. Do you think Fort St. John needs more housing for older residents?

Answer Choices	Responses	
Yes	98.95%	94
No	1.05%	1
	Answered	95
	Skipped	23

17. If YES, where would be the best location for more housing for older residents?

Text files summarized in sections above

18. What types of housing should Fort St. John have to meet the needs of older residents?

Answer Choices	Responses	
Independent living units	89.47%	85
Supportive living units	88.42%	84
Assisted living units	81.05%	77
Long-term care facilities	84.21%	80
Respite care facility	77.89%	74
Palliative care	74.74%	71
	Answered	95
	Skipped	23

19. What kind of housing might you be looking for in about 5 years?

Answer Choices	Responses	
Independent living units	47.37%	45
Supportive living units	27.37%	26
Assisted living units	15.79%	15
Long-term care facilities	12.63%	12
Respite care facility	8.42%	8
Palliative care	7.37%	7
None	23.16%	22
Other	10.53%	10
	Answered	95
	Skipped	23

20. Are you currently waiting for housing accommodating older residents?

Answer Choices	Responses	
Yes	2.11%	2
No	91.58%	87
If YES, how long have you been waiting for housing?	6.32%	6
	Answered	95
	Skipped	23

21. Have you thought about / planned for your future housing needs?

Answer Choices	Responses	
Yes	62.77%	59
No	37.23%	35
	Answered	94
	Skipped	24

22. Do you need assistance planning for your future housing needs?

Answer Choices	Responses	
Yes	14.13%	13
No	85.87%	79
	Answered	92
	Skipped	26

23. Beyond what we've have talked about, are there any other housing issues related to older residents that you would like to list?

Text files summarized in sections above

Section 3: Outdoor Spaces and Buildings

24. Are there any physical barriers that prohibit older residents from moving around the community?

Answer Choices	Responses	
Weather	69.47%	66
Snow	84.21%	80
Concern over safety	48.42%	46
Distances	51.58%	49
Handicap / parking	42.11%	40
Doorways / building access	42.11%	40
Lack of sidewalks	48.42%	46
Ice on sidewalks	80.00%	76
Stairs	52.63%	50
Loose gravel	52.63%	50
Other	20.00%	19
	Answered	95
	Skipped	23

25. What are some of the things that need to be done to allow older residents to move about the community / local stores more easily?

Answer Choices	Responses	
Elevators	23.66%	22
Wheelchair ramps	54.84%	51
Handicap / parking	51.61%	48
Snow / ice clearing: parking	82.80%	77
Snow / ice clearing: sidewalk	83.87%	78
More sidewalks	44.09%	41
More curb cuts	40.86%	38
More benches	56.99%	53
More accessible washrooms	60.22%	56
Canopies / covered entrance	35.48%	33
More lighting	35.48%	33
Other	16.13%	15
	Answered	93
	Skipped	25

26. Beyond what we've have talked about, are there any other issues related to older residents accessibility and mobility in outdoor spaces and buildings that you would like to list?

Text files summarized in sections above

Answered	27
Skipped	91

Section 4: Transportation

27. How do you normally travel within your community (to shopping, social activities, etc.)?

Answer Choices	Responses	
Car / truck	84.95%	79
Taxi	1.08%	1
Carpool	1.08%	1
Friends / Family	25.81%	24
Walking	29.03%	27
Bicycle	1.08%	1
handyDART	16.13%	15
Transit	10.75%	10
Other	6.45%	6
	Answered	93
	Skipped	25

28. Do you have a valid driver's license?

Answer Choices	Responses	
Yes	90.22%	83
No	9.78%	9
	Answered	92
	Skipped	26

29. In your opinion, does the public bus system in Fort St. John meet the needs of older residents?

Text files summarized in sections above

Answered	73
Skipped	45

30. In your opinion, does the HandyDART bus system in Fort St. John meet the needs of older residents?

Text files summarized in sections above

Answered	76
Skipped	42

31. In your opinion, do the taxi companies in Fort St. John meet the needs of older residents?
Text files summarized in sections above

Answered	73
Skipped	45

32. Are roads and parking areas in Fort St. John set up to accommodate scooters that assist with the mobility of older residents?

Answer Choices	Responses	
Yes	17.65%	9
No	82.35%	42
Answered		51
Skipped		35

33. Do you require assistance walking? (do you use a cane, walker, wheelchair, etc..)

Answer Choices	Responses	
Yes	19.78%	18
No	80.22%	73
Answered		91
Skipped		27

34. Do you think the roads are well maintained in Fort St. John?

Answer Choices	Responses	
Yes	40.91%	36
No	59.09%	52
Answered		88
Skipped		30

35. Is winter road maintenance adequate in Fort St. John?

Answer Choices	Responses	
Yes	35.56%	32
No	64.44%	58
Answered		90
Skipped		28

36. Do you think the sidewalks are well maintained in Fort St. John?

Answer Choices	Responses	
Yes	34.44%	31
No	65.56%	59
	Answered	90
	Skipped	28

37. Is winter sidewalk maintenance adequate in Fort St. John?

Answer Choices	Responses	
Yes	22.99%	20
No	77.01%	67
	Answered	87
	Skipped	31

38. What types of local transportation services should be provided for older residents?

Text files summarized in sections above

Answered	49
Skipped	69

Section 5: Respect and Social Inclusion

39a. Do you have family in the area?

Answer Choices	Responses	
Yes	75.51%	37
No	24.49%	12
	Answered	49
	Skipped	31

39b. If yes – how many family members live in the area? _____

40. If YES, do family connections make you want to stay in the area?

Answer Choices	Responses	
Yes	86.42%	70
No	13.58%	11
	Answered	81
	Skipped	37

41. Do you have close friends in the area?

Answer Choices	Responses	
Yes	87.36%	76
No	12.64%	11
	Answered	87
	Skipped	31

42. If YES, do friend networks make you want to stay in the area?

Answer Choices	Responses	
Yes	78.82%	67
No	21.18%	18
	Answered	85
	Skipped	33

43. In the past 12, months have you needed help from another person or an organization to do any of the following activities:

Answer Choices	Responses	
Meal preparation	12.16%	9
House cleaning	31.08%	23
Laundry	13.51%	10
House maintenance	31.08%	23
Managing medications	9.46%	7
Banking or bill paying	10.81%	8
Shopping for groceries	24.32%	18
Drive	16.22%	12
Not Applicable	43.24%	32
Other	13.51%	10
	Answered	74
	Skipped	44

44. What is the relationship to you of the person(s) who provided assistance with these activities?

Answer Choices	Responses	
Family	42.25%	30
Friend	25.35%	18
Neighbour	14.08%	10
Government	5.63%	4
Private organization	7.04%	5
Volunteer organization	4.23%	3
Not applicable	45.07%	32
	Answered	71
	Skipped	47

45. In your opinion, is the local cost of living reasonable for older residents?

Answer Choices	Responses	
Yes	27.71%	23
No	72.29%	60
	Answered	83
	Skipped	35

46. Does the local cost of living affect older residents' quality of life?

Answer Choices	Responses	
Yes	90.48%	76
No	9.52%	8
	Answered	84
	Skipped	34

47. Are local businesses, facilities, and services making adjustments to accommodate older residents?

Answer Choices	Responses	
Yes	35.42%	17
No	64.58%	31
	Answered	48
	Skipped	43

Please explain:

Text files summarized in sections above

48. Please identify if any of the following areas need additional attention in the community:

Answer Choices	They are okay	Need more attention	Total
Large print signs	50.00%	44.59%	74
Large print brochures	38.36%	56.16%	73
Benches / chairs for resting	20.25%	68.35%	79
Delivering services	28.36%	61.19%	67
Assembly / installation	25.40%	63.49%	63
Lighting (outdoors)	35.29%	52.94%	68
Lighting (indoors)	71.43%	19.05%	63
Restaurant portion sizes	45.71%	42.86%	70
Staff training	18.31%	67.61%	71
Accessible doors / entrances	29.73%	56.76%	74
Seniors / handicap parking	26.32%	59.21%	76
		Answered	82
		Skipped	36

****Note:** The responses in each row may not add up to 100% in cases where respondents completing the online survey selected one of the ‘blank column’ options that should not have been made available in the program.

49. Beyond what we’ve have talked about, are there any other social inclusion issues related to older residents that you would like to raise?

Text files summarized in sections above

Answered	24
Skipped	94

Section 6: Social Participation

50. Do you use the following community facilities?

	Daily	Weekly	Monthly	Occasional	Never	Total
Swimming pool	2.50%	5.00%	6.25%	36.25%	50.00%	80
Fitness facilities	5.19%	12.99%	2.60%	29.87%	49.35%	77
Hockey rink	0.00%	7.79%	2.60%	18.18%	71.43%	77
Curling rink	0.00%	2.63%	2.63%	14.47%	80.26%	76
Library	0.00%	8.97%	14.10%	47.44%	29.49%	78
Cross-country ski trails	0.00%	1.32%	1.32%	13.16%	84.21%	76
Local golf course	2.56%	7.69%	5.13%	19.23%	65.38%	78
Baseball diamonds	0.00%	1.33%	0.00%	9.33%	89.33%	75
Tennis courts	0.00%	0.00%	0.00%	5.33%	94.67%	75
Cultural Centre	0.00%	4.94%	30.86%	50.62%	13.58%	81
Museum	2.56%	3.85%	10.26%	53.85%	29.49%	78
Seniors citizens hall	2.56%	7.69%	8.97%	46.15%	34.62%	78
					Answered	84
					Skipped	34

51. Do you actively participate in the following?

	Yes	No	Total
Community clubs	42.68% 35	53.66% 44	82
Volunteer groups	49.38% 40	45.68% 37	81
Churches	32.47% 25	59.74% 46	77
Cultural groups	11.11% 8	79.17% 57	72
Arts groups	24.32% 18	66.22% 49	74
Recreational groups	35.90% 28	55.13% 43	78
		Answered	84
		Skipped	34

**Note: The responses in each row may not add up to 100% in cases where respondents completing the online survey selected one of the 'blank column' options that should not have been made available in the program.

52. What activities should be made more available to older residents?

	Not Needed	Needed But Not Important	Important	Very Important	Total
Fitness programs	2.53%	18.99%	49.37%	29.11%	79
Barber / Beauty salon	12.50%	18.75%	45.00%	22.50%	80
Health and wellness clinics	2.50%	3.75%	52.50%	38.75%	80
Foot care clinics	3.66%	8.54%	45.12%	40.24%	82
Dances / lessons	20.78%	37.66%	33.77%	7.79%	77
Arts and crafts	7.59%	35.44%	40.51%	16.46%	79
Workshop / tool lending	16.22%	37.84%	31.08%	13.51%	74
Computer lessons / Internet	6.49%	23.38%	48.05%	20.78%	77
Card games	12.99%	38.96%	33.77%	14.29%	77
Pool tables / Shuffle board	22.08%	37.66%	31.17%	9.09%	77
Darts	21.05%	40.79%	27.63%	7.89%	76
Bingo	20.51%	37.18%	28.21%	12.82%	78
Hot lunches	6.58%	13.16%	43.42%	34.21%	76
Coffee and snacks	7.89%	21.05%	44.74%	25.00%	76
Coordinate seasonal lights tours	14.29%	20.78%	32.47%	29.87%	77
Coordinate other bus tours	5.19%	22.08%	37.66%	31.17%	77
Special event nights	2.67%	22.67%	42.67%	30.67%	75
Carpet bowling	14.08%	42.25%	32.39%	8.45%	71
Places to socialize	2.56%	24.36%	37.18%	34.62%	78
Other					
				Answered	83
				Skipped	35

53. Beyond what we have already discussed, are there any other social or recreational issues related to older residents that you would like to list?

Text files summarized in sections above

Answered	21
Skipped	97

Section 7: Communication and Information

54. How do you hear about programs and services for older residents?

Answer Choices	Responses	
Newspaper	44.58%	37
Television / radio	32.53%	27
Word of mouth	73.49%	61
Telephone	18.07%	15
Information brochures	33.73%	28
Community presentations	14.46%	12
Flyers	25.30%	21
Website	24.10%	20
E-mail	32.53%	27
Social media	54.22%	45
Service provider referrals	15.66%	13
Friends	72.29%	60
Family	43.37%	36
Acquaintances	38.55%	32
Other	4.82%	4
	Answered	83
	Skipped	35

55. Are there ways that information on programs and services for older residents could be better provided?

Text files summarized in sections above

Answered	23
Skipped	95

Section 8: Civic Participation and Employment Opportunities

56. Do you feel there are adequate opportunities for older residents to be involved / participate within the community?

Answer Choices	Responses	
Yes	62.30%	38
No	37.70%	23
	Answered	61
	Skipped	42

Please explain:

Text files summarized in sections above

57. Are local older residents active in community development and social planning initiatives?

Answer Choices	Responses	
Yes	33.33%	19
No	66.67%	38
	Answered	57
	Skipped	50

If yes, please explain, provide examples:

Text files summarized in sections above

58. To support the local population as it ages, are there areas of continuing education that would assist older residents?

Text files summarized in sections above

Answered	39
Skipped	79

59. Should older residents wish to continue working in the paid economy, what types of education, training, and re-training programs should be provided?

Text files summarized in sections above

Answered	34
Skipped	84

Section 9: Community Support and Health Services

60. What services do you think are needed to help older residents maintain their health and independence?

	Service is needed	Service is not needed	I don't know	Total
Nursing care	88.31%	0.00%	11.69%	77
Home care	92.68%	0.00%	7.32%	82
Personal care	92.41%	0.00%	7.59%	79
Respite care	89.87%	0.00%	10.13%	79
House cleaning	92.50%	0.00%	6.25%	80
Yard work	87.01%	2.60%	10.39%	77
Home repair / maintenance	89.47%	1.32%	9.21%	76
Help with shopping	82.05%	2.56%	15.38%	78
Delivery of services / goods	87.01%	2.60%	10.39%	77
Meals on wheels	88.46%	5.13%	6.41%	78
Help with meal preparation	70.67%	6.67%	21.33%	75
Visiting	81.58%	3.95%	13.16%	76
Assistance with health trips	88.89%	4.94%	6.17%	81
Transportation to doctor	87.34%	3.80%	8.86%	79
Other				15
			Answered	84
			Skipped	34

61. Have you experienced any of the following barriers when trying to access services for older residents?

	Yes	No	Total
Waiting lists	87.01%	12.99%	77
Services not available	77.94%	22.06%	68
Costs	76.39%	23.61%	72
Limited hours	74.29%	25.71%	70
Days of operation	69.57%	30.43%	69
Inconvenient location	69.70%	30.30%	66
		Answered	78
		Skipped	40

62. Beyond what we've have talked about, are there any other community support and health service issues related to older residents that you would like to list?

Text files summarized in sections above

Answered	24
Skipped	94

Section 10: Moving Forward

63. Beyond what we've have talked about, are there any other issues related to older residents that you would like to list?

Text files summarized in sections above

Answered	27
Skipped	91