

AGE-FRIENDLY ACTION PLAN

2015



Municipality of Huron East



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Executive Summary

Age-friendly communities create an atmosphere, both in built environment and in community culture that supports active lifestyles and social engagement for people of all ages. This focus becomes even more important for the aging members of the community who face increasing physical and social barriers to their community involvement. By actively seeking to remove or mitigate both physical and social barriers, Huron East can create a broad sense of community that is inclusive and welcoming to people of all ages.

In bringing forth an age-friendly approach to community planning, the municipality of Huron East can ensure that their communities are well-suited for all their residents, both in the present and into the future. These approaches will help to ensure that these communities not only adapt to their current population, but proactively prepare for future changes. To better break down this approach into concrete terms, this report will rely on a modified version of the World Health Organization's domains that contribute to age-friendly community design (WHO, 2007).

Summary of Key Findings

Outdoor Spaces and Public Buildings

Strengths:

- Attractive and walkable venues

Weaknesses:

- Walkability of sidewalks and parks

Core Recommendations:

- Remove barriers, improve walkability to create a more pedestrian - and age friendly environment

Transportation

Strengths:

- The existing transportation infrastructure of Huron East is well maintained, and residents benefit from a strong network of volunteers that help them reach their destinations.

Weaknesses:

- Although these services provide a supportive foundation, they only partially meet the needs of affordable transportation and safe pedestrian crossings of the elderly in the community.

Core Recommendations:

- This research identified the need to: increase access to affordable, reliable, and convenient transportation services through secured funding to expand and subsidize these services and ensure the safe movement of people in urban settlement areas.

Housing

Strengths:

- Existing affordable housing programs/plans
- Existing senior apartments and long-term care beds

Weaknesses:

- Limited housing and land supply
- Lack of rental stock

Core Recommendations:

- Improve access and availability of affordable housing
- Place emphasis on the importance of secondary suites
- Further develop housing affordability programs and grants
- Improve options for implementing accessibility modifications for existing homes

Health

Strengths:

- Huron East has several supportive health initiatives and services that are addressing the physical and mental well-being of senior residents.

Weaknesses:

- There is an additional need to address the following five components: staying fit, depression, healthy eating, service promotion, and affordable access to care.

Core Recommendations:

- Initiating programs such as a walking clubs and intergenerational schools will help improve seniors' well-being.

Social Participation, Respect and Social Inclusion

Strengths:

- Many Huron East community members participate in a wide range of events and social activities, and are part of strong social support networks.

Weaknesses:

- Coordination between groups and community members is often lacking, and some residents experience social isolation.

Core Recommendations:

- A Seniors' Advisory Committee will improve communication amongst community groups, develop outreach opportunities and satisfy a range of residents' needs (APPENDIX A).

Communication and Information

Strengths:

- Strong community culture
- Huron East offers a variety of programs, services and events that cater to the community's interests and needs.

Weaknesses:

- No formal communication and information system exists to reach residents in both urban and rural populations.
- Lack of coordination between the different urban settlements.

Core Recommendations:

- Create a comprehensive and multifaceted communications strategy that will use different media to convey information regularly.

Civic Participation and Employment

Strengths:

- A diverse range of volunteering opportunities.

Weaknesses:

- Employment and volunteer opportunities are not well advertised.

Core Recommendations:

- Appoint a Community Advisor to the Seniors' Advisory Committee to champion a better marketing strategy for volunteer and employment opportunities.

Background

Population Projections

Huron County has conducted population projections (Figure 2) in their 2009 Official Plan (Huron County, 2013). The plan provides a projected population growth for Huron East from 9,310 in 2006 to 10,750 by 2031. The additional 1,440 people will be distributed throughout Huron East, notably in Seaforth (including the Bridges community), Brussels, and Vanastra, and minor growth in the communities of Brucefield, Cranbrook, Dublin, Egmondville, Ethel, Graham Survey, Harpurhey, Henfryn, Kippen, Molesworth, St. Columban, and Walton (Figure 1). Primary Settlements I and II are allocated 48.75% and 16.25% of the County’s growth, respectively. Secondary and Tertiary Settlements are allocated 15% and 12% growth, respectively. The remaining 8% growth is designated for lakeshore residential areas in Huron County. This growth is projected to occur, in part, due to immigration and is facilitated through intensification, redevelopment, and expansion of established urban areas (Huron County, 2013). However, since only moderate growth is expected, there is no need to designate specific areas for new urban development.

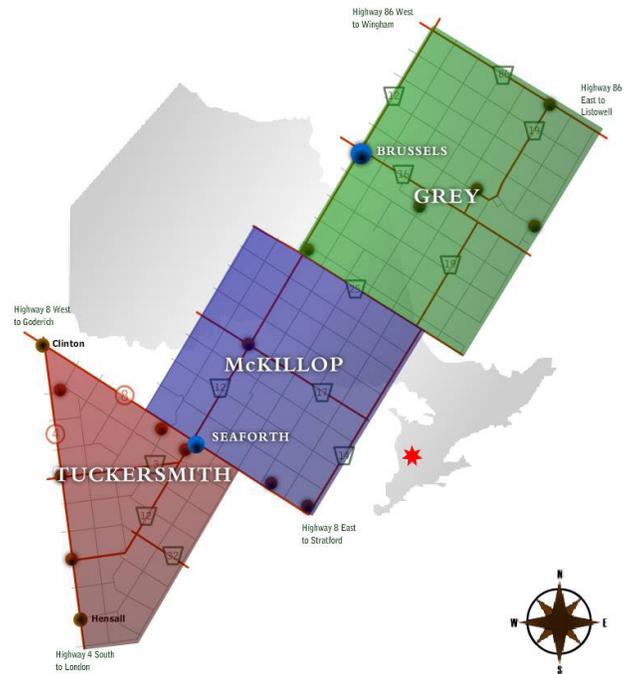


Figure 1: Growth nodes in Huron East. (Huron East, 2014).

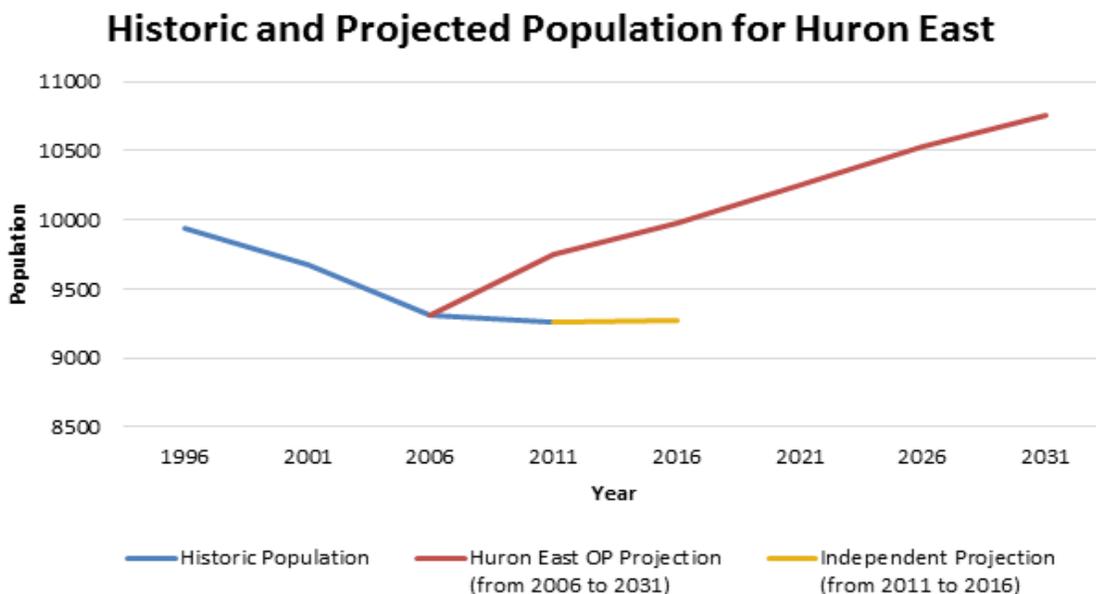


Figure 2: Population Growth Projections. (Huron County Health Unit, 2009) (Statistics Canada, 2012)

Community Engagement

Key Points:

- Ensured a community driven engagement process
- Gathered quality, in-depth data from residents and organizations
- Conducted three key community engagement strategies
- Identified central challenges and opportunities for improvement
- Established a starting point for residents to continue to improve the plan

Focus Group (August 2014):

Councillor Bob Fisher and Economic Development Officer Jan Hawley invited residents from Huron East to participate in focus groups in (1) Seaforth, (2) Brussels, (3) Tuckersmith, and (4) McKillop and Grey. Thirty-two residents participated in dialogues that addressed the World Health Organization's eight age friendly community dimensions. Focus group questions are available in Appendix A. The focus groups provided a starting point for the age friendly community plan by scoping out the most important issues in the community. Although the participants were not statistically representative of Huron East's population, they provided insight and analysis of the eight age friendly dimensions.

Literature Review (January 2015):

The graduate research team used secondary sources and government literature to provide context for the focus group findings and to identify best practice examples from other successful age-friendly communities. The researchers used academic literature to draw connections between the dimensions of age-friendly communities and quality of life. Planning documents from other municipalities provided a basis for the recommendations and action items. Please see Appendix A for references and related documents.

Interviews & Audits (February 2015):

The graduate research team visited Huron East to interview local organizations, politicians, and community members. The researchers interviewed key practitioners in community facilities including the Seaforth Community Hospital, One Care, a retirement community, and two local libraries, as well as local business owners and a real estate agent. The research team also interviewed local officials representing major areas in the Huron East community including Councillor John Lowe (Brussels ward), Councillor Kevin Wilbee (McKillop ward), Councillor Bob Fisher (Seaforth ward), and Alvin McLellan (Grey ward) as well as Jan Hawley, Economic Development Officer for Huron East and Claire Dodds, Senior Planner at Huron County. Impromptu interviews were conducted with Huron East residents in community spaces including stores, cafes, and libraries. Additionally, a group of researchers conducted a transportation audit and a walkability assessment. The results from the fieldwork were later integrated with survey and focus group findings.

Age Friendly Survey (February-March 2015):

Based on the framework contained in the Ontario Seniors' Secretariat's Finding the Right Fit guide, the graduate research team customized an age friendly needs assessment survey for Huron East. Councillor Bob Fisher was instrumental in ensuring the survey was provided to key community informants. A sampling technique was used to select "information rich" participants to maximize efficiency and ensure the survey results were analytically generalizable to Huron East's senior population (Miles & Huberman, 1994). This method provided in-depth as opposed to statistically generalizable information. Over 70 participants completed the 38-question survey. The average survey participant's age was 64 years old; 51% were female, 49% were male; 83% lived in town and 14% lived on a farm; 61% were on fixed income and 31% were employed. The survey focused on the eight dimensions of an age friendly community and greatly informed the researchers' analysis and action plan.



Figure 3: University of Waterloo students working on age-friendly community survey. (Seaforthuron expositer, 2015)

Research and Findings

Outdoor Spaces and Public Buildings

Description

Outdoor spaces and public buildings are a vital piece of every community, and as such they directly affect the mobility, safety, and quality of life of both residents and visitors. These three components each come together to create a public setting in which all adults, regardless of their age or limitations, can actively engage in normal everyday life (World Health Organization, 2007).

Community Strengths and Weaknesses

Outdoor spaces and public buildings in Huron East are visually appealing to many of the survey respondents. Some of the reasons for this could be attributed to well-maintained Victorian architecture and street lighting. There is room for improvement in the implementation of sidewalks, curbs, park pathways and bike cycle routes. Huron East has a large senior population who will benefit greatly from better provisions that implement safer sidewalks, safe activity pathways and diligent snow clearing in the winter.

Strengths:

- 78 % of survey respondents agree or are neutral to the adequacy of visibility and lighting of Huron East. The municipality has lighting on main streets as well as side streets. Each public building has light fixtures highlighting main entrances.
- 85% of survey respondents agree or are neutral to how inviting the main streets are in Huron East. Colourful signage and an array of different fonts and sign sizes surround the main streets of Huron East. The Victorian architecture show glimpses of history in well maintained buildings.

Weaknesses:

- There is a lack of benches and public seating along routes of heavy foot traffic, in commercial and amenity spaces. Survey results showed 27% of respondents were unsatisfied with public seating access.
- Sidewalks outside of main streets are not adequately cleared of snow during winter, as seen in the walkability assessment.
- Sidewalks outside of main streets generally abut directly onto the roadway with little or no curb, presenting a potential hazard for pedestrians.
- Public pathways through public parks are not cleared of snow during winter, making the parks largely inaccessible during the season.
- Focus groups identified a widespread desire for cycle paths throughout Huron East, however there is no current plan to implement cycle paths or routes in the region.

Goal

Huron East should provide its residents with a safe and walkable community, providing resources and infrastructure to protect and support those residents in their daily activities.

Objectives:

- Greater separation between roadways, pedestrian walkways and sidewalks will improve walkability and pedestrian safety. Median strips and a distinct curb between sidewalks and roadways would both contribute to firmly defining this division.
- More benches and public seating along walking paths and main streets should be provided, to better enable residents with mobility restrictions to comfortably and safely travel by foot.
- Snow clearance in the winter for benches would promote a more inviting area to walk for the elderly.
- Painted bike lanes along major roadways would be a low-investment measure that would improve bicycle safety in the municipality.
- If snow is not cleared, residents risk injury by slipping on ice or tripping. With an aging population the risk of severe injury is increasing, leaving the city increasingly vulnerable to lawsuits.

Well maintained road networks are such a significant component of any community that they merit a more in-depth and targeted examination, as included in the subsequent section.

Transportation

Description

“The condition and design of transportation-related infrastructure such as signage, traffic lights and personal mobility. Access to reliable, affordable transportation services become increasingly important when driving becomes stressful or challenging” (Committee For Age Friendly Waterloo, 2012).

Community Strengths and Weaknesses

Based on the research conducted, including surveys, interviews, and focus group data, it was determined that in Huron East, the existing transportation infrastructure is well maintained and snow removal is adequate. In terms of transportation for seniors, there exists a strong network of volunteers through One Care and the church community that help residents get to their destinations. Although these services provide a good supportive foundation, they only partially meet the needs of the elderly in the community. This research, in addition to other studies, identified a need for increased access to affordable, reliable, and convenient modes of transportation to promote active aging and independence.

Strengths:

- Well maintained road infrastructure with adequate snow removal following weather events.
- Strong network and foundation of volunteers for public transportation: One Care, the Church community, and familial relations.

Weaknesses:

- Transportation services do not cover all the needs of elderly in the community. In particular, affordability and accessibility of the service are lacking.
- Reliability of the transportation services, based on a volunteering mechanism, is vulnerable to future change.
- Need for additional funding and cost subsidization of One Care Service to offset high costs to residents.
- Lack of information and communication of the availability of services to residents.
- Lack of traffic calming measures within urban areas.

One Care and EasyRide

Preliminary research conducted by the Stratford Social Research & Planning Council (2012) targeted the One Care and EasyRide as important service providers in the community. Both seniors and lower income residents with particular emphasis on the need for additional funding and cost subsidization of the service for its users, as well as ensuring that residents in need of the service, were fully informed of the options it provided. Survey questions targeting these issues indicated that approximately 55% of respondents had no knowledge of One Care as a service, and among those who did only 18% felt that the service was being adequately advertised to residents, with the majority indicating they had heard about it through the radio or television. Among those respondents who did use the service, results were split with 45% of respondents feeling that some combination of affordability or reliability were issues with One Care, and with 55% feeling there were no issues with the service. As the number of respondents providing feedback on ways to improve the service was low, it is difficult to determine the prevalence of their views, but evenings and mornings were identified as areas in need of service expansion. One of the most significant factors limiting the usage of One Care services has been identified as the cost of service, and the communication of the service availability to residents in need.

Crosswalk Locations and Traffic

Preliminary audits and research on the study site in Seaforth found that the only controlled pedestrian crossing in the community was insufficient for pedestrian activities along major corridors that either contained no marked pedestrian crossings at all, or only a small number of uncontrolled crossings. Interviews conducted with middle aged members of the community indicated split views regarding the safety of pedestrian community along these corridors, with older community members indicating more concern about freight traffic and traffic speeds than younger respondents. Among interviewed residents, single occupancy vehicles were also identified as contributing to the speed and safety concerns. The results of the survey were additionally divided partly due to the more spatially distributed nature of the respondents, although the results indicated that 42% of individuals felt that freight speeds in their community was an issue, with 40% expressing a desire for additional mid-block crosswalks.

Goal

Ensure the provision of transportation services and infrastructure to meet the needs of a diverse and aging rural community and ensure affordability, accessibility, convenience and safety.

Objectives:

- To secure funding to expand One Care services to provide more flexible times and ensure affordable, accessible and convenient services.
- To subsidize One Care services in order to charge fees based on an income tier sliding scale for those in need.
- To generate greater awareness of transportation services by means of improved communication initiatives.
- To promote citizen safety, accessibility and convenience by installing a mid-block crossing sign along Main Street South in Seaforth.

Housing

Description

Housing is an essential condition for older people's well-being. Older people's independence and quality of life depend on the adequacy of their housing and access to local services (WHO, 2007).

Community Strengths and Weaknesses

When examining the focus group results conducted in Huron East, there were several key themes. First, the affordability and availability of rental housing was a common concern among residents. Second, the quality of housing stock is suffering, with many buildings showing their age, coupled with a large demand but small supply of trades people to perform repairs. Third, accessibility to residences was a priority with many residents wanting to age in place, where modifications to current homes would be required. Lastly, access to services such as property upkeep and repairs were cited as insufficient; residents want these services to be better communicated to the community. Interview results concluded that housing stock is generally old in the area, with many buildings being at least 65 years old. Land supply for future development opportunities is extremely limited, with fewer than ten lots available. Bungalows are a desired housing type, mainly due to the ease of mobility for older residents. Average rent for a two bedroom house is around \$800 per month, while rental units geared towards senior citizens with accessibility requirements can be as much as \$1,400 per month which can be unaffordable for many individuals. According to our survey results, the majority of families live in single-detached homes, with over half of the survey respondents spending more than 30% of their household income on housing costs. Only small portions of the survey respondents plan on moving out of their residences in the next two years, as well as planning modifications to their home, but making these services more accessible is still important.

Strengths:

- An established County wide Long-Term Affordable Housing and Homelessness Plan.
- Current affordable housing units provided through a combination of rent supplements, acquisition, housing allowance, homeownership grants, and construction.
- Existing senior apartments and long-term care beds.
- A number of public agencies and non-profit housing service providers.

Weaknesses:

- Shortage of affordable housing options for seniors and low income residents.
- Demand exceeding supply of affordable rental units.
- Lack of accessible housing options for seniors with low income who need a limited degree of support and personal assistance but who do not require long-term care.
- Lack of readily available/affordable home repair, modification, and maintenance services.
- Limited awareness of provincial/federal funding for rental unit creation as well as repairs and accessibility upgrades.

Goal

Provide and expand access to a range of ownership and rental affordable housing options to meet the physical and financial needs of seniors, low-income residents, families, and the general public in Huron East.

Objectives:

- Use Municipal Planning Tools to facilitate affordable housing such as streamlining the approval process for development applications that include affordable housing
- Establish policy to encourage the creation of secondary suites, infill development, and conversions.
- Establish a network of trade workers that provide renovations, maintenance, accessibility upgrades, and other home services.
- Promote further awareness of federal and provincial financial tools for housing affordability and other housing assistance.

Social Participation, Respect, & Social Inclusion

Description

An age friendly community provides a wide range of events and social activities to citizens of all ages and backgrounds, and fosters a culture of respect and social inclusion (WHO, 2014). The public services, faith communities, and civil society is respectful of the diversity of the needs among citizens and willing to accommodate special interest groups in all aspects of society.

Community Strengths and Weaknesses

Huron East has a diverse array of programs, activities, and services for residents within the community and from outlying areas. Huron East's strong support network and its popular local newspapers are the primary means for communication about community events. This strong community support network contributes to the well-being of Huron East residents by allowing residents to maintain their self-worth and exercise their independence (Holm, 2013). It also provides an opportunity to facilitate intergenerational activities that allow older adults to share their knowledge and experience with younger generations (Bodner, 2009).

While there is a variety of activities and events in Huron East, the activities offered do not meet the demands of all residents. The lack of activities impact social inclusion, which is an essential component for the well-being of residents of Huron East. In turn, social isolation, may lead to depression and decreased self-esteem. In turn this may impact seniors that are unable to cope with social isolation (Fioto, 2002). Residents of Huron East also indicated that lack of coordination between local groups and organizations was a significant challenge. Furthermore, a variety of communication methods is necessary to reach all residents, particularly those who lack computer skills (Nicoleta, 2012).

Strengths:

- A variety of recreational activities that promote an active lifestyle with survey results indicating the most participated in activities as gardening, social clubs & exercise and physical fitness activities.
- A number of well-established social clubs, combined with a strong religious community provides networking, social assistance and free meals through community outreach programs such as Soup and More.
- Word of mouth and newspapers are the most prominent form of communication to hear about events and programs within the community.
- The majority of residents surveyed are satisfied with the amount of time they spend with friends and family.
- Active recognition of the value of senior citizens within the community paired with opportunities for intergenerational events.

Weaknesses:

- There is a lack of coordination/communication between groups and organizations.
- There are limited venues for activities and socialization in the major urban settlement areas, paired with a demand for more physical activities and recreational activities.
- Lack of awareness of community events, paired with the lack of internet and/or computer access.
- Despite actual barriers such as financial or transportation, residents who do not participate in social events are typecasted as anti-social.
- Some seniors are not involved in the community and find it challenging to get involved with existing networks.
- Individuals with mental health issues feel that their condition may be a barrier to social participation.

Goal

To create a wide array of programs and activities that are accessible to the residents of Huron East. These opportunities should promote and foster the skills, talents, and abilities of area residents, while providing intergenerational opportunities. Community members should be respected for their diverse lifestyles, distinct abilities, and preferences.

Objectives:

To form a 'Seniors Advisory Committee' (SAC - APPENDIX A) that coordinates seniors' initiatives and resources (City of Hamilton, 2008). This committee will:

- Coordinate the efforts of existing organizations as well as provide resources to new organizations and initiatives.
- Establish a communication system that provides resources and information to seniors and caregivers.
- Establish a year-round community space for residents of Huron East.
- Develop a program to reach out to isolated seniors in the community.
- Promote and foster the unique skills and talents of the senior population.
- Recognize community champions, exemplary seniors, and groups that promote seniors programs, facilities, and opportunities.
- Act as an advisory group to Council with regards to seniors' interests.

Community Support & Health Services

Description

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 (Mayor's Advisory Committee for Age-Friendly Waterloo, 2012).

Community Strengths and Weaknesses

Reported findings from the Huron East Age-Friendly survey were that seniors in Huron East possess great mental and physical health. Over 79% of survey participants reported good or excellent physical health; 83% of survey participants reported good or excellent mental health. The availability and access to various health services such as The Huron Community Family Health Team, Huron Perth Healthcare Alliance, Seaforth Community Hospital, emergency medical services, and One Care can in part be attributed to the overall reported well-being of residents. While survey participants reported good overall health, several health concerns have been indicated across focus groups, interviews, and surveys. The main health weaknesses in Huron East relate to: (1) staying fit, (2) depression, (3) healthy eating, (4) communication, and (5) transportation. Overall, 26% of survey participants are unsatisfied or very unsatisfied with health services in Huron East. There is an opportunity to improve current initiatives.

Strengths:

- Self-reported rates of mental and physical health were high.
- Extensive health related services accessible to seniors, such as a family health team, hospitals, emergency services, in-home care, and health care transportation services.

Weaknesses:

- Ability to stay physically fit is challenging, particularly because recreation and leisure services are considered highly ineffective.
- Lack of support and awareness for individuals suffering from mental illness and depression.
- Need for improved communication of health related programs and the sharing of patient information between agencies.
- High rates of residents living with chronic conditions, few opportunities available to learn about disease prevention and healthy eating.
- Limited transportation affects seniors' ability to participate in fitness programs, wellness courses, and social events.

Goal

To create a supportive community network in order to enhance physical as well as mental well-being for all seniors of the community.

Objectives:

- To establish an active community environment by increasing both affordable and accessible physical activity opportunities and by enhancing social support networks.
- To encourage intergenerational learning between older adults and children, by planning for a partnership between local elementary and secondary schools, long-term care facilities, as well as in dependently living seniors, in order to increase social stimulations and engagement for improved mental health in seniors.
- To ensure Huron East's health services incorporate disease prevention, dietary practices, and accessible healthy food options.
- To create a senior-led, centralized hub for health information within each community, consisting of senior volunteers working to deliver important service/program information to local residents.

Communication and Information

Description

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 (WHO, 2014).

Community Strengths and Weaknesses

Huron East has a very active population that participates in a wide variety of local events and programs. Community members learn about such events, programs and services through information spread through a good community communication system. Word of mouth appears to be the strongest form of communication within Huron East. Other forms of communication include the community calendar and County website where individuals with access to Internet can electronically view important events and services offered. Another service offered in the county is the telephone information service 211, which was very poorly used. Although these forms of communication are readily available, survey and focus group results indicate that they are not being used to their fullest capacity and that older adults seem to steer away from these forms of communication.

The current communication structure in Huron East could be improved. A community wide communication strategy could ensure that important events and services are disseminated in a timely manner through a wide variety of media, such as print, web and radio. Interviews with community members outlined that it is difficult to find places to meet and gather, especially in the winter months where activities cannot take place outdoors. Creating a semi-structured communication strategy allows more information to be effectively communicated.

Strengths:

- Strong word of mouth communication.
- A wide variety of available communication media.
- Many indoor and outdoor venues for public gathering.

Weaknesses:

- No central communication network.
- Need for regular distribution of community events and services in print.
- Public venues are not being used to full extent for word of mouth communication.

Goal

Develop a communication strategy in multiple formats to ensure community services and programs are widely communicated to all those living within Huron East.

Objectives:

- Create a centralized information hub that provides information in a timely and regular manner.
- Ensure that information is available through a variety of media such as print, web, radio and word of mouth.
- Provide communication in formats that allow disabled or impaired persons to easily access information.

Civic Participation and Employment

Description

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 (WHO, 2014).

Community Strengths and Weaknesses

Huron East is home to a strong manufacturing industry as well as home to a vibrant agricultural sector. These sectors together employ 35% of Huron East's work force while 9.7% are employed in construction and 9.7% employed in Health Care and Social Assistance (Statistics Canada, 2014). Survey and focus group results also indicate that there is a significant amount of volunteers within Huron East, yet interviews carried out with community leaders indicate that many volunteering positions are not being filled. Connecting community members with local jobs and volunteering opportunities are therefore important in finding occupations for older adults as well as filling vital volunteer positions. Enabling older adults to remain in the workforce or have access to a variety of volunteering opportunities allows them to share their experience and knowledge to the community.

While the unemployment rate remains relatively unchanged over the last 15 years, the participation rate has dropped as well as the amount of jobs in the manufacturing sector. This has led to a decrease in employment opportunities throughout the County leading to a steadily decreasing population. Although there is little that rural municipalities can do to obtain and maintain manufacturing jobs, rural municipalities need investment from the provincial government. It was also found that older adults do not work primarily in need of income but work to stay occupied and remain in social circles.

Strengths:

- High agricultural and manufacturing employment.
- High proportion of population volunteering.

Weaknesses:

- Employment opportunities are decreasing.
- Volunteer positions are not being filled.

Goal

Increase employment opportunities in Huron East through the revitalization of downtown cores, and through supporting local businesses and industry. Create a community where volunteering positions are well communicated and open to people of all ages.

Objectives:

- Increase investment in rural Ontario communities to encourage economic growth and business development.
- Remove barriers to employment and volunteering for older adults and vulnerable populations.
- Provide guidance and strategic support to residents.
- Encourage community leadership and volunteering through recognition and involvement in community programs and activities.

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Appendices

Appendix A – Focus Group Questions

Appendix B - Seniors Advisory Committee

Appendix C - Sample Health Programs

Appendix C1 - Walking Clubs

Appendix C2 - 55+ Activity Center

Appendix C3 - Senior-Student Classroom Program

Appendix C4 - Senior's Health Information Program

Appendix C5 - Electronic Health Records

Appendix D - Huron East Age-Friendly Survey

Appendix E - Social Participation, Respect, Social Inclusion Opportunistic Interview Questions

Appendix F - Graduate Research Team members

Appendix A

Excellent
Very Good
Good
Fair
Poor
Don't Know/NA

How would you rate the following features of Huron East?

I. OUTDOOR SPACES AND BUILDINGS

Public Areas – well-lit, clean and pleasant	5	4	3	2	1	0
Green Spaces – sufficient in number, well maintained, safe	5	4	3	2	1	0
Outdoor Seating - sufficient in number, in good locations	5	4	3	2	1	0
Pavement –wide enough for wheelchairs, well maintained, have drop curbs	5	4	3	2	1	0
Pedestrian Crossings – well designed, safe for people with different disabilities	5	4	3	2	1	0
Drivers – respectful of pedestrians at intersections and crossings	5	4	3	2	1	0
Cycle Paths – well separated from pedestrians and vehicles	5	4	3	2	1	0
Public Buildings – well-signed, accessible and safe	5	4	3	2	1	0
Public Toilets / Change Rooms - good locations, clean, accessible	5	4	3	2	1	0
2. TRANSPORTATION						
Public Transit - reliable and frequent, affordable	5	4	3	2	1	0
Transit Network – access to many areas of the community, good connections and well-marked routes and vehicles	5	4	3	2	1	0
Transit Vehicles – clean, accessible, not over-crowded, priority seating respected	5	4	3	2	1	0
Specialized Transportation – available for disabled people	5	4	3	2	1	0
Drivers – are respectful, stop when required, assist with boarding and departing	5	4	3	2	1	0
Transit Stops – adequate seating and shelter, well placed, clean	5	4	3	2	1	0
Information on Routes/Schedules - complete and accessible	5	4	3	2	1	0
Voluntary Transport Service – available where public transit is too limited	5	4	3	2	1	0
Roads and Parking – well-maintained, covered drains, good lighting, safe	5	4	3	2	1	0
Traffic Signs – legible and well placed	5	4	3	2	1	0
Priority Parking and Drop off areas – available for people with special needs	5	4	3	2	1	0

UNIVERSITY OF WATERLOO AGE FRIENDLY HURON EAST

The Municipality of Huron East and researchers from the University of Waterloo are looking for your feedback on a range of features that are essential to creating an age friendly community, in which people of all ages have a high quality of life. Your feedback will assist staff at Huron East with identifying its strengths, targeting its weaknesses, and establishing a benchmark to measure our progress as we work together towards becoming the most age friendly rural community in Ontario!

Rating System:
 5 = Excellent! We're Doing Great!
 4 = Very Good
 3 = Good, But Could Do Better
 2 = Fair, Needs Attention
 1 = Poor, Needs Major Improvements
 0 = I Don't Know/Not Applicable

This survey uses 8 'age-friendly communities' categories that were developed through consultation with older people in 33 cities and 22 countries for the WORLD HEALTH ORGANISATION (WHO) Age-Friendly Communities project.

Before you begin the survey, would you please complete the following Personal Information section? Please note, the information you provide will be kept completely confidential – i.e. will only be used to inform the analysis of this survey. Completion of the Personal Information section is optional, but the information you can provide municipal staff with a clearer picture of Huron East's age-friendliness for specific demographic groups (e.g. women, moderate to low-income residents, farm residents, etc.)

Personal Information:

Sex: (please circle):	Male	Female		
Age:				
Current or Former Occupation / Profession:				
Retired (please circle):	Yes	No		
What is your current family income (please circle):	less than \$25,000	\$25,000 to \$55,000	\$55,000 to \$85,000	\$85,000 to more than \$115,000
How many years have you lived in Huron East				
What part of Huron East are you from (eg Ward, Community)				

How would you rate the following features of Huron East?

Excellent
Very Good
Good
Fair
Poor
Don't Know/NA

3. HOUSING

Affordable Housing - sufficient, affordable, safe, close to other services	5	4	3	2	1	0
Rental Housing – clean, affordable, available and well-maintained	5	4	3	2	1	0
Specialized Affordable Housing – available for frail/disabled older people	5	4	3	2	1	0
Home Maintenance and Support Services – sufficient, affordable, available	5	4	3	2	1	0
Housing Construction – good quality, safe, comfortable	5	4	3	2	1	0
Interior Spaces - level surfaces, allows freedom of movement	5	4	3	2	1	0
Home Modification - options and supplies are available and affordable	5	4	3	2	1	0

4. SOCIAL PARTICIPATION

Activities & Events – offered to appeal to a diverse range of age groups	5	4	3	2	1	0
Venues - conveniently located, accessible and easily reached	5	4	3	2	1	0
Event / Activity Schedules – held at times convenient for older people	5	4	3	2	1	0
Affordability – events and activities are affordable	5	4	3	2	1	0
Information – good information is provided about activity and event details	5	4	3	2	1	0
Attendance – events can be attended alone or with a companion	5	4	3	2	1	0
Outreach – consistent outreach to include people at risk of social isolation	5	4	3	2	1	0

How would you rate the following features of Huron East?

Excellent
Very Good
Good
Fair
Poor
Don't Know/NA

5. COMMUNITY AND HEALTH SERVICES

Health and Community Support Services – adequate range, high quality, conveniently located, and accessible	5	4	3	2	1	0
Home Care Services – such as health and personal care, housekeeping	5	4	3	2	1	0
Residential Care Facilities and Housing – close to other services, well located	5	4	3	2	1	0
Community Facilities – safely constructed and accessible	5	4	3	2	1	0
Information – clear and accessible about health and social services available	5	4	3	2	1	0
Service Delivery – coordinated and convenient to arrange	5	4	3	2	1	0
Staff – respectful, helpful, and trained to serve different age groups	5	4	3	2	1	0
Affordability – financial barriers and costs for support services are minimized	5	4	3	2	1	0

6. RESPECT AND SOCIAL INCLUSION

Consultation – older people are consulted on how to better serve them	5	4	3	2	1	0
Service Staff - courteous and helpful to older people	5	4	3	2	1	0
Age Appropriate Settings - for activities and events that accommodate age specific needs and preferences	5	4	3	2	1	0
Community Activities for Families – older people are included	5	4	3	2	1	0
School Engagement - schools provide opportunities to learn about ageing and older people and involve older people in school activities	5	4	3	2	1	0
Recognition - older people are recognized by the community for their past as well as their present contributions	5	4	3	2	1	0
Equality – those who are less well off have good access to services	5	4	3	2	1	0

Is there anything regarding Age Friendliness in Huron East that we haven't addressed?

Excellent
Very Good
Good
Fair
Poor
Don't Know/NA

How would you rate the following features of Huron East?

7. CIVIC PARTICIPATION AND EMPLOYMENT

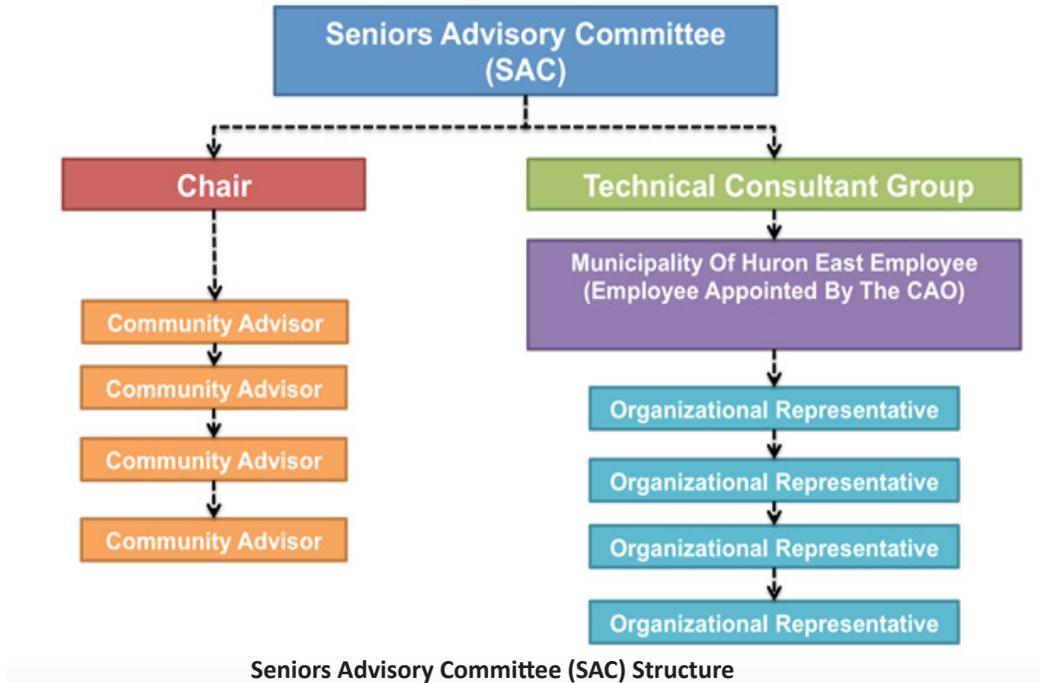
Volunteer Opportunities – available for older people, with training provided	5	4	3	2	1	0
Work Opportunities - flexible and appropriately paid options for older people	5	4	3	2	1	0
Discrimination Forbidden - on the basis of age alone in the hiring, training, retention and promotion of employees	5	4	3	2	1	0
Adapted Workplaces - to meet the needs of disabled people	5	4	3	2	1	0
Self-employment Options – for older people are promoted and supported	5	4	3	2	1	0
Membership - public, private and voluntary sectors encourage and facilitate membership of older people	5	4	3	2	1	0

8. COMMUNICATION AND INFORMATION

Communication Outreach – information is accessible, well distributed through the community to reach residents of all ages	5	4	3	2	1	0
People at risk of social isolation – get information from trusted individuals	5	4	3	2	1	0
Printed information - large lettering, main ideas are clear and bold	5	4	3	2	1	0
Print and spoken communication – clear and straightforward language	5	4	3	2	1	0
Telephone answering services - instructions are slow and clear	5	4	3	2	1	0
Electronic equipment – has large buttons and big lettering	5	4	3	2	1	0
Computers – wide access, at no or minimal charge, in a variety of public places	5	4	3	2	1	0

Please fill out this survey and place in the DROP BOX before you leave the room!
~THANK YOU FOR PARTICIPATING IN THIS SURVEY~

Appendix B



The SAC will provide recommendations to Council on seniors’ issues, and promote awareness of seniors’ needs and services offered within the community. Specifically, this committee will:

- Coordinate community organizations offering services to seniors.
- Recognize community champions for seniors.
- Recognize exemplary seniors.
- Acknowledge seniors interest at council and other municipal committees.
- Establish and operate a community living room.

The SAC will be comprised of four to seven members:

- A councillor that is appointed by Council.
- Four to six Community Advisory Members will be residents within the Huron East Community. These members will be selected based on their knowledge, expertise, community experience and ability to attend meetings. While these members may be involved with various community organizations they must not be acting as representatives for these entities. Applications will apply to the CAO and will be selected by Council.

A committee chair will be selected from the appointed residents. All members will serve for a term of two years.

Technical Consultant Group (TCG)

A secondary group will work hand in hand with the SAC. Members of this group will provide technical assistance and will act as liaisons to the municipality and the various seniors organizations providing services within the community. This group will not participate in recommendations being brought forward to Council. This group will be comprised of:

- One employee of the Municipality of Huron East. This person will be a Recreational Facility Manager or other employee appointed by the CAO.
- Four to six Organizational Representatives.



Depiction of Responsibilities and Functions

Appendix C

Appendix C1

WALKING CLUBS

Community Support and Health Services

Action Item E1

Walking clubs are held in either retirement facilities, where there are appropriate spaces for seniors to walk, or in underutilized public facilities such as a community centres or a church. These clubs are to promote both physical activity and the social well-being to this demographic. Throughout the winter, walking takes place predominantly in indoor spaces due to weather related safety concerns. Alternatively, once the weather conditions are more acceptable, walking takes place outdoors. A small membership fee is required if there is the need to rent a space. Walking sessions are held a couple of times a week and are often during the morning. Every once in a while, health experts will come to the meetings to provide information sessions on various health related issues for seniors.

Participants:

- Incentives for participating such as prizes for individuals after attending 25 and 50 sessions.
- Hold walking competitions countywide among all clubs a few times annually.
- Keep track of the distances walked as a collective unit.
- Offer health information sessions from a variety of experts who will discuss topics such as chronic disease prevention, medication safety, and foot health.

Benefits:

Some of the benefits to coordinating and establishing walking clubs throughout the County are that they create an environment whereby members may feel some sort of accountability to participate on a weekly basis. This can help to motivate seniors, particularly those who are living on their own and are isolated. As well, by holding Countywide walking tournaments, this will provide greater incentive for all members to participate.

Walking clubs will also provide members with a means of reconnecting with old friends or creating new friendships. If a sense of belonging is established, members may feel inclined to arrange social meetings outside of the walking club (e.g., lunch or coffee following a session). There is also an educational component that comes from offering health information sessions at the convenience of the health professionals. Seniors will become more knowledgeable on various aging related diseases and means of prevention. This will have a great impact on enhancing the overall well being of aging individuals.

Walking clubs have been established in various communities, here is a link to one in Vegreville, Alberta that has found great success: <http://www.ualberta.ca/~active/older-adults/rural/stories/vegreville.html>

Appendix C2

55+ ACTIVITY CENTRE

Community Support and Health Services

Action Item E2

The 55+ Activity Centre is a location that is designed specifically and operated solely by those aged 55+ and over. This Centre is a not-for-profit charitable organization that operates through any provincial and municipal funding available, membership and activity fees, along with donations from community members. The purpose of this Centre is to provide a place for seniors to participate in regular physical activity and social events. There is a board (composed of roughly five individuals) that meets a few times per year to discuss upcoming events, membership fees, and delivers information to members and the surrounding community.

Programs and Services:

This Activity Centre looks to promote the following services to members:

- Volunteer opportunities (e.g., annual yard sale, annual pancake breakfast, monthly pierogi making, board member)
- Rental facilities (e.g., grand room, smaller coffee spot)
- Health & fitness activities (e.g., line dance, yoga, floor curling, golf, gardening)
- Creative arts & hobbies (e.g., bingo, choir, jam session, casino tours, wood carving)
- Social/group activities (e.g., dances, bonspiels, pierogi making)
- Card games (e.g., cribbage, bridge, texas hold'em)
- Community services (e.g., annual flu clinic, diabetes workshops)

Benefits:

By establishing a 55+ Activity Centre that is coordinated by seniors themselves this ensures that all activities and events being held are specifically in line with their interests. This will in turn enhance the overall buy-in from senior community members to actively participate. Daily activities will also be scheduled to take into account any potential time conflicts or constraints from participants so that everything offered is accessible to the greatest number at all times. Additionally, individuals will be able to cater their level of involvement to however much or little they wish without any financial penalty, as there is simply a minimal yearly membership fee. The overall outcome of establishing a Centre such as the one proposed, would be to increase the overall availability and effectiveness of recreation and leisure activities for this demographic as this has been raised an issue for the area.

This 55+ Activity Centre mirrors the one found in Gimli Manitoba:

http://gimlinewhorizons.com/horizon_web_2_005.htm

Appendix C3

SENIOR-STUDENT CLASSROOM PROGRAM ©

Community Support and Health Services

Action Item E3

Older adults possess a wealth of life experiences and knowledge that could benefit young minds, and students have many skills that can be shared as well. In order to take advantage of this continued interaction between the two are necessary. Similar to the iGen Program taking place in Saskatoon, partnerships should be formed between local school boards, long-term care facilities, as well as any seniors living independently. These groups may be interested in participating to create a Senior-Student Classroom Program that offers intergenerational classroom experiences for students. Over the course of the school year, monthly appointments can be arranged between primary and secondary schools with senior groups at a particular location, such as the local community centre. The activities and informal conversations that would take place would encourage a positive environment for mutual learning and relationship-building. Some activities that Huron East might want to implement could revolve around computers and technology, reading, writing, music, and arts and crafts.

Benefits:

The interaction with students supports psychological and emotional stimulation for the senior participants of the program, ultimately helping to improve mental well-being. The issues of isolation and depression that had been brought forward from focus group and survey results are also addressed, as older adults will have increased social interaction outside of those in their existing networks. It would be an uplifting experience for the senior participants as they will serve as mentors to many students and be provided with various opportunities to share their valuable life knowledge and wisdom to eager children.

The program is equally beneficial for students as it is an excellent way for students to become more aware and compassionate towards the older adult generation, by building respect for them through these personal interactions. This is known to be Social Emotional Learning, which complements the tactile knowledge they will gain in terms of reading, writing, arithmetic, etc. Social Emotional Learning is a form of character development that contributes towards skills in developing healthy relationships with others, where a majority of valuable life lessons are learned. Students can bring what they have learned in the classroom to life by asking older adults for their perspectives and inspirations on specific topics. So, building such connections with older adults will help form a strong foundation for the students to succeed in school.

The Senior-Student Classroom Program is based on Saskatoon's iGen Program (Saskatoon Public Schools, 2015).

Appendix C4

SENIOR'S HEALTH INFORMATION PROGRAM

Community Support and Health Services

Action Items E5, E6

The Senior Health Information Program is an entirely senior-led program made up of volunteer coordinators who work closely with community health service and care providers that represent Huron East's health care system. The purpose of the program is to provide regular, up-to-date information to support local residents in search of local health programs and services within each of their respective communities; each of Seaforth, Brussels, and Vanastra will have their own volunteer committee group. General information and schedules of local programs and services are both received and actively gathered by the volunteer coordinators, who distribute the information within their respective communities by monthly newsletter delivered door-to-door. This ensures all older adults living in Seaforth, Brussels, and Vanastra will have access to program and service information that might interest them.

Programs and Services:

Various health programs and services already exist and are readily available to older adults living in Huron East. The volunteer coordinator groups should promote these so local residents can take advantage of them. Some of the major health care providers in the area that offer a variety of programs include One Care, the Seaforth Community Hospital, and the Family Health Team. Some of the programs include the following:

One Care

- Easy Ride
- Meals on Wheels
- Foot Care
- Volunteer Visiting
- Telephone Assurance
- Home at Last
- Dining for Seniors
- Exercise and Wellness
- Blood Pressure Clinics
- In-Home Personal Support
- Adult Day Programs
- Social Work
- Lifeline – Emergency Response
- Overnight Respite
- Assisted Living

Huron Community Family Health Team

- Memory Clinic
- Depression Workshop
- Anxiety Workshop
- Wellness Walks
- Swim Day

Seaforth Community Hospital

- First Episode Psychosis Program
- Family Support Information Session

Benefits:

This program is necessary for a number of reasons. First, focus group and survey results have suggested that local residents appear to be poorly informed about available local services and programs. Participants have indicated that they are reliant on “word of mouth” to receive information. This form of communication, however, can be inconsistent and cannot be totally relied on as an accurate source of important health care information. This also implies that there is ineffective communication between various local healthcare providers and facilities that create and schedule and local media, long-term care facilities, and local residents. It is therefore necessary to form volunteer health information coordinator groups that specifically work to ensure the timely and accurate distribution of health program and service information, raising awareness of the excellent programs provided locally and optimizing effective health care for older adults.

By having the Senior’s Health Information Program organized and run by senior volunteers, the program additionally provides opportunities for its volunteers to engage with other local residents and really be an important part of their community. Volunteering is a way for older adults to stay active, both physically and mentally, by staying connected with others, reducing stress and anxiety, and encouraging physical activity and mobility. Volunteering ultimately contributes to active aging for the volunteers themselves as well as optimizes the health of those they help in the community.

The Senior’s Health Information Program is adapted from Halton Region’s Senior Ambassadors Program (Halton, 2015) and Ontario’s Seniors for Seniors (Seniors for Seniors, 2015).

Appendix C5

ELECTRONIC HEALTH RECORDS

Community Support and Health Services

Action Item E9

Huron East would benefit from the integration of patient information. This kind of linked communication system enables critical information exchange among care providers, who have come into contact with patients at different points along the “care continuum.” Huron East would benefit from such a solution so that the Hospital, the Family Health Team and One Care would all be informed about the patient from the point of contact to admission to the return to the community. The system would help the patient return to the community as soon as possible. The patient, and care team would be benefit from this type of system so that health records are not disjointed, and in many places. Having one unified system in place would alleviate paper records being held in multiple locations, and this system would also not rely on the patient to remember the medications they are on and other care they received. The first step would be to create a committee of all three agencies to ensure patient files are unified.

“Eric has lived in six different parts of B.C. in 10 years. A senior, he has had x-rays, and blood tests in several different towns and various prescriptions. Visiting Cranbrook, he visits a walk in clinic. Currently, Eric’s records exist all over the province, on paper and film. With the creation of the electronic health record all of Eric’s records will be available in a secure file online only for him and authorised health professionals like the physician in Cranbrook. He will get faster, safer, better care.” (Ministry of Health, British Columbia)

<http://www.americannursetoday.com/how-electronic-health-records-are-improving-health-care-for-elderly-patients/>

Appendix D

9. Approximately how much of your total income is directed towards housing costs (i.e. rent/mortgage/taxes, property maintenance, utilities, etc.)? **(Circle one)**

- a. Less than 30%
- b. 30% - 50%
- c. 50% - 70%
- d. Over 70%

10. How confident are you that you will be able to afford to live in your current residence for as long as you like? **(Circle one)**

- a. Very confident
- b. Somewhat confident
- c. Not too confident
- d. Not confident at all
- e. Don't know

11. a. Do you think you will need/want to move out of your current residence within the next two years? **(Please circle)**

- Yes No Don't Know

a. If yes, why? (i.e. cannot manage, finances, location, size, etc.)

12. a. Does your current residence need any significant repairs, modifications or changes to improve your ability to live in your current residence for the next five years? **(Please circle)**

- Yes No Don't know

Huron East Age-Friendly Communities Survey

Demographic Background

1. What is your gender? **(Please circle)**

- Male Female

2. In what year were you born? _____

3. How many years have you lived in the Municipality of Huron East? _____

4. In what part of Huron East do you currently live? **Please do not provide your address.** Please indicate your ward. _____

5. Do you live in town or on a farm? **(Please circle)**

- Town Farm

6. How long have you lived in your current location? _____

7. Are you employed or on a fixed income? **(Please circle)**

- Employed Fixed Income

Housing

8. In what kind of home do you currently live? **(Circle one)**

- a. Single family house
- b. Duplex
- c. Townhouse or rowhouse
- d. Apartment or condominium
- e. Seniors Residence (retirement complex, assisted living)
- f. Other (please specify): _____

- b. If yes, which of the following modifications would you expect? **(Circle all that apply)**
- i. Bathroom modifications (i.e. grab bars, handrails, high toilet, non-slip tile, etc.)
 - ii. Better cooling in the summer
 - iii. Better heating in the summer
 - iv. Fix problems with insects and/or rodents
 - v. Structural/major repairs (i.e. new roof, plumbing, etc.)
 - vi. Cosmetic/minor repairs (i.e. painting, floor refinishing, etc.)
 - vii. Installing an emergency response system that notifies others (i.e. police, hospital, etc.) in case of emergency
 - viii. Others (*Please specify*): _____

Outdoor Spaces and Public Buildings

13. Public spaces are well lit and walkways are visible. **(Circle one)**
- a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree
14. Public spaces and walkways generally feel inviting. **(Circle one)**
- a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree

15. Walkways and public spaces are easily travelled by residents with mobility challenges and/or strollers. **(Circle one)**
- a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree

16. Benches and public seating are available along pathways often enough to promote an active lifestyle. **(Circle one)**
- a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree
17. The library carries enough resources, books or audiovisual, to serve the needs of all residents. **(Circle one)**
- a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree

Transportation

18. Is freight traffic and/or freight speed a concern for you? **(Please circle)**
- | | | | |
|--|-----|----|------------|
| | Yes | No | Don't know |
|--|-----|----|------------|
19. Would you like mid-block crosswalks or pedestrian traffic signals on long streets with no intersections? **(Please circle)**
- | | | | |
|--|-----|----|--------|
| | Yes | No | Unsure |
|--|-----|----|--------|
20. Is affordability and reliability an issue for EasyRide services (i.e. OneCare, Meals on Wheels, Town & County Support Services, Midwestern Adult Day Services)? **(Please circle)**
- a. Neither are an issue
 - b. Affordability is an issue but not reliability
 - c. Reliability is an issue but not affordability
 - d. Both are an issue
 - e. Don't know

21. a. Are EasyRide services well advertised? **(Please circle)**

Yes No Don't know

b. How are EasyRide services advertised?

22. a. Would you and/or other residents benefit from additional EasyRide service times? **(Please circle)**

Yes No Don't know

b. If yes, at what times of the day or week?

Health and Community Support

23. How would you rate your overall physical health? **(Circle one)**

- a. Excellent
- b. Good
- c. Fair
- d. Poor
- e. Do not know / would prefer not to answer

24. How do you rate your overall mental health/emotional well-being? **(Circle one)**

- a. Excellent
- b. Good
- c. Fair
- d. Poor
- e. Do not know / would prefer not to answer

25. Please rate whether the following supportive services provided meet your needs.

For each please circle one of:

- 1 Available and meets your needs
- 2 Available but does not meet your needs
- 3 Not available
- N/A Do not know / would prefer not to answer

a. Adult recreation & leisure programs	1	2	3	N/A
b. Bereavement support	1	2	3	N/A
c. Community-sponsored meals (in a central location)	1	2	3	N/A
d. Home delivered meals (i.e. Meals on Wheels)	1	2	3	N/A
e. Caregiver supports (i.e. home visitations)	1	2	3	N/A
f. Medical equipment loan program	1	2	3	N/A
g. Medical services (i.e. blood pressure checks, vaccinations, medication management, home health aids, etc.)	1	2	3	N/A
h. Counselling and mental health support	1	2	3	N/A
i. Nutrition counselling	1	2	3	N/A
j. Others (please specify): _____	1	2	3	N/A

26. The following question lists a number of problems that you may or may not face. Please rate how much of a problem each has been for you over the last 12 months.

Not a problem
 Minor problem
 Moderate problem
 Major problem
 Prefer not to answer

a. Your physical health/staying physically fit	1	2	3	4	N/A
b. Performing regular activities (i.e. walking, eating and preparing meals)	1	2	3	4	N/A
c. Having enough healthy food to eat	1	2	3	4	N/A
d. Having safe and affordable transportation available	1	2	3	4	N/A
e. No longer being able to drive	1	2	3	4	N/A
f. Feeling depressed	1	2	3	4	N/A
g. Experiencing confusion/forgetfulness	1	2	3	4	N/A
h. Having friends/family you can rely on	1	2	3	4	N/A
i. Getting the health and dental care you need	1	2	3	4	N/A
j. Affording the medications you need	1	2	3	4	N/A
k. Other (please specify): _____	1	2	3	4	N/A

27. How satisfied are you with the available health services/programs in Huron East? **(Circle one)**

- a. Very satisfied
- b. Somewhat satisfied
- c. Neutral
- d. Somewhat unsatisfied
- e. Very unsatisfied
- f. Don't know/would prefer not to answer

Social Participation

28. Are you satisfied with the amount of time you spend with friends and family? **(Circle one)**

- a. Very satisfied
- b. Somewhat satisfied
- c. Neutral
- d. Somewhat unsatisfied
- e. Very unsatisfied
- f. Don't know/would prefer not to answer

29. a. On average, how many times per week do you leave your home for any reason? **(Circle one)**

- i. Never
- ii. Less than once per week
- iii. One to three times per week
- iv. Four to six times per week
- v. Daily
- vi. Don't know

b. Are you happy with this amount? **(Please circle)**

- Yes
- No
- Unsure

c. If not, what keeps you from going out more often? **(Circle all that apply)**

- i. Health
- ii. Lack of transportation
- iii. Unaware of community events
- iv. Don't need/want to
- v. Caregiver to spouse/friend(s)
- vi. Finances
- vii. Weather conditions
- viii. No time/too busy at home
- ix. Other (please specify): _____

Civic Participation and Employment

30. Please indicate how often you use the following recreational programs and social services:

	Three or more times per week	Weekly	Monthly	Less than once a month	Never
a. Arts and crafts	1	2	3	4	5
b. Community celebrations (i.e. dances, gatherings, etc.)	1	2	3	4	5
c. Continuing education/life-long learning (i.e. computer/internet training and use)	1	2	3	4	5
d. Gardening/outdoor nature activities	1	2	3	4	5
e. Cultural outings/day trips	1	2	3	4	5
f. Organized exercise/physical fitness	1	2	3	4	5
g. Social clubs	1	2	3	4	5
h. Other (please specify): _____	1	2	3	4	5

32. Please rate how satisfied you are with the following.

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
a. Volunteer opportunities	1	2	3	4	5
b. Employment opportunities	1	2	3	4	5
c. Opportunities to attend or participate in meetings about local government or community matters	1	2	3	4	5
d. Availability of financial or legal planning services	1	2	3	4	5
e. Community acceptance of residents from diverse cultural backgrounds	1	2	3	4	5
f. Community acceptance of older residents	1	2	3	4	5

31. Are there other programs you would like to see in the community?

33. In the past three (3) years have you done any of the following:

- a. Voted in local elections? **(Circle one)**

Yes	No	N/A
-----	----	-----
- b. Contacted your elected representative? **(Circle one)**

Yes	No	N/A
-----	----	-----
- c. Been in contact with a civic organization, community service provider, or government agency about a problem? **(Circle one)**

Yes	No	N/A
-----	----	-----

34. a. Within the last year did you volunteer with a local organization/program? **(Circle one)**

Yes No

b. If not, what prevented you from doing so?

35. How would you find out about employment and/or volunteering opportunities within your community?

Information and Communication

36. How do you receive information about community events/programs. **(Circle all that apply)**

- a. Active community member(s)
- b. Friends and/or family
- c. Newsletter
- d. Newspaper
- e. Community notice boards
- f. 211 helpline
- g. Radio
- h. Television
- i. Website
- j. Email
- k. Other *(please specify)*: _____

37. Information about community events/programs is provided through regular and readily available channels. **(Circle one)**

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree

38. a. In your opinion, what are the most effective forms of communication within the community?

a. How could they be improved?

Appendix E

Social Participation, Respect, Social Inclusion Opportunistic Interview Questions

1. How long have you lived in H-E? (in years)
2. Are you currently working or retired?
3. Which community do you live in/or closest to?
4. Do you have any family members or friends in the area? If so how many?
5. What social activities or services do you use?
6. How did you find out about these activities/services?
7. Are there any other activities/services that you would like to see offered in the community?
8. Is there anything limiting your ability to participate in your desired activities?

Additional Notes:

Appendix G

Social Participation, Respect, Social Inclusion Opportunistic Interview Questions

Graduate Research Team Members:

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Duties:

- Conduct a Strengths-Weaknesses-Opportunities-Threats (SWOT) Analysis on the Municipality of Huron East based on the World Health Organization's Checklist of Essential age-friendly features.
- Create a draft 'age-friendly report/strategy' for the Council of Huron East.
- Present the findings to Council.