



**TOWN OF PETAWAWA
AGE-FRIENDLY COMMUNITY PLAN**

**Final Report
February 10, 2016**

SHERCON ASSOCIATES INC.
www.shercon.ca

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EXECUTIVE SUMMARY

Background

The Town of Petawawa has developed an AFC Plan with assistance from a grant received from the Government of Ontario. An Age-Friendly Community (AFC) is one where policies, services and structures related to the physical and social environments are designed to support and enable older people to live in a secure environment, enjoy good health and continue to participate fully in their communities.

This report outlines the project methodology, reports on the findings from the needs assessment and consultation process, outlines goals, objectives and strategies and discusses options for implementation and ongoing sustainability. Implementation will be linked to existing plans such as the Town's Recreation Master Plan, Official Plan, Petawawa Strategic Plan and plans from other agencies and organizations in the Petawawa area.

Approach

Work commenced in September 2015 and was complete in February 2016. Steps in carrying out the project were the following:

- Recruitment of an external consultant and establishment of a community-based Steering Committee to oversee the project
- A review of relevant background information
- A needs assessment questionnaire completed by 22 service providers from 18 different organizations
- A community survey completed by 182 respondents
- Five focus group sessions directly engaging 85 seniors
- Phone interviews with 11 key informants including political officials, business owners, senior service providers and other community leaders.
- A half-day facilitated community stakeholder forum that was attended by a dynamic mix of seniors and service providers
- A discussion paper distributed on-line to inform citizens about the project and gather further input to the emerging goals and objectives
- An implementation planning workshop to identify specific actions, time frames and potential partners for moving the plan forward.

High levels of stakeholder engagement were achieved. The needs assessment and consultation process had over 350 interfaces with seniors, family members, service providers and community members accomplished through the interviews, community forum, discussion paper and implementation planning workshop.

Senior's Needs

Needs identified through the consultation /data gathering initiatives were the following:

Outdoor Spaces and Buildings	<ul style="list-style-type: none"> Accessible stores and buildings Improved maintenance of roads, sidewalks Improved snow removal
Transportation	<ul style="list-style-type: none"> Public transit Special transit Out of town bus service Volunteer, shuttle and pooled driving
Housing	<ul style="list-style-type: none"> Appropriate and affordable housing Local retirement homes Rent geared to income accommodation House maintenance assistance In-home supports (meals, housekeeping, personal care) Local long-term care beds
Social and Recreational Opportunities	<ul style="list-style-type: none"> Accessible seniors centre/hub Educational opportunities for seniors Employment opportunities for seniors Intergenerational programming
Health Care	<ul style="list-style-type: none"> Walk-in clinic More health care staff More in-home health care and other supports More physicians and local specialists Dementia care Supports to caregivers
Other Community Needs	<ul style="list-style-type: none"> More information about what is available Local retail shopping choices Financial support and cost relief Mechanism/group for seniors advocacy

Needs and services were analysed based on people's functional capacity rather than arbitrary age groups. The categories were well and fit seniors, seniors requiring some assistance with activities of daily living and seniors requiring 25-hour support.

Goals and Objectives

Twelve goals emerged from the planning process addressing priorities related to leadership, services and infrastructure.

Leadership and Engagement

- 1.1 Increase the level of involvement of seniors in all aspects of community life
- 1.2 Expand local and regional partnerships to foster collaboration and resource sharing
- 1.3 Engage seniors and other stakeholders in effective lobbying and advocacy

Services and Supports

- 2.1 Raise awareness and knowledge of existing available senior's services and services
- 2.2 Increase local health care options
- 2.3 Grow recreational opportunities for seniors that are accessible and appropriate, affordable
- 2.4 Expand the range of educational opportunities for seniors
- 2.5 Provide financial and cost relief for seniors

Infrastructure Development

- 3.1 Build housing stock that is affordable and appropriate to seniors needs
- 3.2 Entrench accessibility in all facilities, businesses and buildings
- 3.3 Increase transportation options for seniors
- 3.4 Establish an accessible Senior's Centre as part of a community hub spanning all ages

Suggested strategies to achieve the goals are described in the body of the report.

Next Steps

Experience from other jurisdictions has shown that community aging plans require some form of a permanent entity in order to ensure successful ongoing implementation, monitoring, revision and evaluation of goals and strategies. It is therefore recommended that an independent Seniors Council be formed and charged with overseeing the ongoing development, implementation and monitoring of the Petawawa AFC plan.

Dr. David Sheridan
Senior Consultant and Principal
SHERCON ASSOCIATES INC.

www.shercon.ca

Deb Ballak
Associate Consultant

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1.0 INTRODUCTION

An Age-Friendly Community (AFC) is one where policies, services and structures related to the physical and social environments are designed to support and enable older people to live in a secure environment, enjoy good health and continue to participate fully in their communities.

Following receipt of an AFC planning grant from the Province of Ontario the Town issued a request for proposals and selected a consulting firm to facilitate the planning process. A community-based Steering Committee was formed which held a start-up meeting with the consultant on October 9, 2015. Steering Committee members are listed in Appendix A. A comprehensive needs assessment and consultation process was carried out in the fall and winter with a draft report being submitted to the Steering Committee for review on February 1, 2016. The final report will be presented to Council on February 16, 2016.

This report outlines the project methodology, reports on the findings from the needs assessment and consultation process, outlines goals, objectives and strategies and discusses options for implementation and ongoing sustainability.

Implementation will be closely linked to existing plans such as the Town's Recreation Master Plan, Official Plan, Petawawa Strategic Plan and plans from other agencies and organizations in Petawawa. Petawawa's AFC plan will be a living document to serve as a blueprint for ongoing community relationship building and collaborative planning by the Town, other levels of government, service agencies, businesses and the community at large.

2.0 THE PLANNING PROCESS

2.1 Methodology

The project made extensive use of the Age-friendly Community (AFC) checklists and assessment tools developed by the World Health Organization (WHO) and closely referenced the guidelines for Age-friendly Community Planning outlined in the 2013 Ontario Seniors Secretariat publication “Finding the Right Fit: Age-friendly Community Planning”. It also drew on approaches employed in several master aging plans developed in the United States and adapted by the consultants in their earlier AFC work in Brantford, Brant County, Oxford County and Niagara.

Best practices in planning for the needs of older adults suggest that services should be targeted to seniors on the basis of their functional capacity rather than on arbitrary age groupings. Recommended clusters based on the consultants’ experiences with similar projects are the following:

Well and fit seniors

Seniors requiring some assistance with activities of daily living

Seniors requiring 24-hour support

The focus of any age-friendly strategy should be on maintaining seniors in their present ability grouping and slowing down their transition to higher needs groups. The project methodology therefore involved developing an inventory of community needs that was mapped on a matrix crossing World Health Organization (WHO) dimensions against groupings of seniors with different needs and capabilities.

WHO Category	Well and Fit	Require some ADL assistance	Require 24 hour support
Transportation			
Housing			
Social participation			
Respect and social inclusion			
Civic participation and employment			
Communication and information			
Community support /health services			
Outdoor spaces and buildings			

The matrix also served as a template during the goal setting and action planning stage of the project.

2.2 Information Review

At the outset of the project relevant background information was reviewed including World Health Organization literature about age-friendly communities, leading practices from other jurisdictions, provincial government planning and policy documents, Town plans (including the Strategic Plan, Recreation Master Plan, Official Plan), the 2014 Town of Petawawa Economic Profile, the 211 service listing and websites and literature of community groups and service provider organizations. Other reports and documents were identified and reviewed over the course of the project.

2.3 Community Survey

A questionnaire was designed to solicit information from members of the Petawawa community on their perceptions of the system of services and supports for seniors. The questionnaire was made available in hard copy form at various community locations, sent to seniors groups and organizations, handed out at focus groups and distributed on-line through the Town website and e-mail distribution lists. The survey followed the WHO categories and utilized questionnaire items suggested in the Ontario Senior's Secretariat guidelines. 144 on-line responses and 38 completed hard copy responses were received for a total of 182 responses. This sample size did not permit statistical generalizations; however it did enable some cross-tabulations and reflected a representative cross-section of the Petawawa population, particularly seniors and family members. The community questionnaire along with the detailed findings obtained appears as Appendix B.

2.4 Service Provider Survey

In order to gather detailed input from direct and indirect providers of services to seniors in the Petawawa area a comprehensive provider questionnaire was constructed and distributed on-line to the agencies and individuals identified through the information review. The survey questions addressed awareness of current services for seniors, perceptions of service effectiveness, gaps between demand and supply, priorities for service enhancement, potential service duplication, perceived barriers to service, and suggestions for service improvement. The survey also focused on the eight WHO AFC dimensions. Twenty-two responses from 18 different organizations were received representing a good representation of Petawawa service providers. The provider questionnaire along with the detailed findings obtained appears as Appendix C.

2.5 Seniors Focus Groups

Direct in-person contribution from seniors and their families was the centre piece of the needs assessment and consultation process. Five separate focus group sessions were

scheduled to ensure involvement of the different population segments and were hosted by community groups and organizations. Dates and locations of the community focus group sessions appear below:

Date/Time	Sponsor/Location	Participants
October 27, 2015 afternoon	Silver Threads Bingo	35
October 28, 2015 morning	Silver Threads Exercise Class	22
November 9, 2015 morning	Riverview Seniors Residence	14
November 9, 2015 afternoon	Heritage Manor, Pembroke*	12
November 9, 2015 evening	Miramichi Lodge, Pembroke*	2
	Total Participants→	85

* Targeted to Heritage Manor and Miramichi residents who previously lived in Petawawa.

The facilitation approach in the sessions varied depending upon the group size and included a briefing on the project, likes/dislikes of existing services and supports, improvement suggestions and future priorities. The groups were lively, positive and generated good discussions that revealed high levels of consensus regarding seniors' needs. Notes were produced and a cumulative record of input was maintained.

2.6 Key Informant Interviews

Semi-structured telephone interviews were conducted by the consultants with a range of key informants including political officials, business owners, senior service providers and other community leaders. The respondents are listed in Appendix A. Questions covered high level perceptions of the current system of services and supports for seniors in Petawawa, key trends, events and emerging issues, and comments and advice regarding the planning process underway. Eleven interviews were carried out by the consultants over the course of the project. Their comments helped to corroborate and understand the findings from the surveys and focus groups.

2.7 Community Stakeholder Forum

A half-day facilitated community stakeholder forum was held at the Petawawa Civic Centre on Tuesday, November 24, 2015 attended by members of the Steering Committee, Town staff, service providers and a solid contingent of Petawawa seniors. Activities and deliberations included the following:

- Presentation of the information from the surveys, interviews and focus groups

- An exercise to assemble a “SWOT” analysis identifying strengths, weaknesses, opportunities and threats related to service and supports for Petawawa seniors
- Visioning and brainstorming exercises to identify potential initiatives
- Breakout work, followed by plenary discussion to develop broad strategic goals related to identified needs areas in the WHO Age-Friendly categories

The session was attended by 24 participants and the dynamic mix of seniors and service providers resulted in high quality input and advice stemming from the day.

2.8 Discussion Paper

In December 2015 a final consultation loop to the community was achieved through the on-line circulation of a community discussion paper that reflected the information gathered from the research and consultation process and solicited responses to the emerging goals and objectives. Replies were received from six members of the community by the January 18th deadline, a low response relative to the earlier community surveys. However the discussion paper was a helpful part of the stakeholder engagement process as it confirmed points of consensus around the plan.

2.9 Implementation Planning Workshop

On Thursday, January 28, 2016 a half-day implementation planning workshop was held at the Petawawa Civic Centre and attended by about 25 service providers, Town staff and seniors. Participants reviewed the data from the needs assessment affirmed the emerging goals and identified specific actions, time frames and potential partners for moving the plan forward. Information from the session was used to finalize the plan that was submitted to the Steering Committee for review.

2.10 Stakeholder Engagement

The table below identifies the stakeholder interfaces achieved through the needs assessment process. Identified needs were highly consistent across the groups.

	<i>Seniors</i>	<i>Family</i>	<i>Providers</i>	<i>Community</i>
Steering Committee	2		8	2
KI Interviews	-	-	9	2
Community Survey	116	23	-	43
Provider Survey	-	-	22	-
Focus Groups	70	5	5	-
Community Forum (est.)	5	-	15	5
Discussion Paper	3	-	3	-
Implementation Planning Workshop	5	-	16	-
Total interfaces (N=359)	201	28	78	52

3.0 NEEDS ASSESSMENT FINDINGS

3.1 System Overview

The various participants in the AFC planning process identified the following strengths, weaknesses, opportunities and threats pertaining to the overall system of services and supports for seniors in Petawawa:

<u>Strengths:</u>	<ul style="list-style-type: none"> Small town atmosphere welcoming to seniors Attractive green spaces and outdoor areas Recreational opportunities Senior centre and range of senior's activities Active seniors Safe community Family Health Centre, Library and other existing local services
<u>Weaknesses:</u>	<ul style="list-style-type: none"> Lack of public transportation Appropriate, affordable housing for seniors Lack of subsidized rent geared to income (RGI) accommodations Lack of local medical services Accessibility and walkability issues Lack of downtown core or central hub, limited shopping No local long term care options Low knowledge/awareness of existing services
<u>Opportunities:</u>	<ul style="list-style-type: none"> Seniors engagement Entrepreneurial activities Partnership development and resource sharing Developing senior centric businesses Intergenerational initiatives Relationship with military base Stronger linkages with nearby communities
<u>Threats:</u>	<ul style="list-style-type: none"> Stability and adequacy of funding Proportionately small senior's cohort Implications of staff shortages and wait lists Fraud and cyber crime Transient population base due to military turnover Financial pressures on seniors

Any initiatives undertaken as part of the Petawawa AFC Plan should build on strengths, rectify weaknesses, capitalize on opportunities and address threats.

3.2 Service Groups

The study focused on target groups of seniors based on their abilities rather than ages. This approach was employed as it offered a meaningful way of focusing on needs based upon personal circumstances rather than arbitrary age distinctions. The broad characteristics of the three different groups are described below:

Well/Fit Seniors

These individuals generally are in good health and able to live independently without assistance. The goal of services for this population is to help them maintain their health and independence for as long as possible. Previous work carried out by the consultants in other Ontario communities and confirmed by observations in Petawawa has produced the following profile:

- Wide age range from 50 to 85+
- Many are retired, some working beyond typical retirement age
- Living independently in own homes – although affordable and appropriate future housing is often an issue
- Physically mobile
- Most drive
- Varying family situations
- Increasing in number and more demanding of services
- Becoming more “tech-savvy” and beginning to use social media

Minimal specialized supports are required for this group although it will be important to watch for risk factors such as isolation and depression which could jeopardize their wellness.

Seniors Requiring Some Assistance with Activities of Daily Living

This population requires some assistance with activities of daily living in order to allow them to stay in their own homes. In many cases the support comes from family members. This group can be profiled as follows:

- Mid and lower income, with increasing numbers of low income
- Some have financial concerns and challenges
- Predominantly female
- Acute and chronic disease and illness including diabetes, stroke, MS, arthritis, Parkinson’s, heart and renal disease
- Increasing dementia and mental illness issues
- Some are driving, others have caregivers who drive

- Some are invisible and inaccessible especially in rural areas
- Most have local family doctors – who are gradually retiring
- Increasing expectations for services and supports

The need for services that support caregivers and individuals to stay in their own homes is very evident with this group.

Seniors Requiring 24 hour Support:

The majority of these individuals reside in long-term care homes. The consultants profiled this group as follows:

- Age range 50 to 85+, with the majority in older age groups
- About two-thirds are female
- Entering long-term care older and more frail
- Increasing acuity and complexity of needs with higher care requirements
- Increasing behavioural challenges related to dementia

Quality of care is a priority issue for this segment of the older population.

The next six sections outline seniors’ needs identified through the surveys, focus groups, interviews and discussion paper. Selected quotes from seniors and other stakeholders are included to add richness and flavour to the points.

3.3 Outdoor Spaces and Buildings

“Some traffic walk lights are no way near long enough for a young person to get across, never mind a senior walking.”

“Bike lanes are much needed throughout the community.”

The 2007 World Health Organization (WHO) guide on age-friendly cities states that the outside environment and public buildings have a major impact on the independence and quality of life of older people and their ability to “age in place”.

The community survey posed a number of questions related to outdoor space and buildings. Findings appear below and suggest reasonable levels of accessibility in the Town with some improvement areas identified, particularly with building accessibility and bike and scooter lanes.

Outdoor Spaces and Buildings (Category Average 2.9)	Rating out of 4*
Public areas in Petawawa are clean and pleasant	3.4
Green spaces and outdoor seating are sufficient in number, well-maintained and safe	3.1
Pavements and sidewalks are in good condition and free of obstructions	3.0
Services are situated in convenient locations	2.8
It is easy for seniors to get around as pedestrians	2.8
Buildings and services are accessible for individuals with sight, hearing or mobility challenges	2.7
There are adequate lanes for bicycles and scooters	2.5

*Average scores on a 4-point scale where 4=Agree Strongly; 3=Agree Somewhat; 2=Disagree Somewhat; and 1=Disagree Strongly

Green = High rating 3.0+ **Yellow** = Midrange **Red** = Low rating < 2.5

Focus group participants corroborated the findings from the community survey praising the natural beauty of the area but raising concerns about accessibility of buildings (such as the Lion's Club Hall), stores and the overall "walkability" of the Town, particularly in the winter. Accessibility was also one of the ten items on the services "wish list" created by focus group participants.

Seniors' needs related to outdoor spaces and buildings identified through the needs assessment were categorized by service groups and are summarized below.

Service Group →	<i>Well/Fit</i>	<i>Some Assistance</i>	<i>24 Hour Supports</i>
<u>Outdoor Spaces and Buildings:</u>			
Accessible stores and buildings	-	x	x
Improved maintenance of roads, sidewalks	-	x	x
Improved snow removal	x	x	x

3.4 Transportation

“Rural seniors don’t always have access to transport to programs that promote physical activity.”

“A taxi to Pembroke is \$50 round trip. I think it is time to keep seniors in mind.”

“We need transportation back to events in Petawawa. That’s where our roots are.”

The 2007 WHO guide on Age-friendly Cities identifies transportation as a key factor influencing active aging. Being able to move about the community determines social and civic participation as well as access to services. Community survey findings related to transportation appear below and point to a lack of transportation options and the need for more special transit.

Transportation (Category Average 2.2)	Rating out of 4*
Traffic signs are easy to read and understand	3.1
Parking and drop-off areas are conveniently located	2.8
Taxis are accessible and affordable	2.4
There are good options for volunteer, shuttle or pooled driving	1.9
Affordable and accessible special transit is available for people who are disabled	1.8
Public transit is available	1.2

*Average scores on a 4-point scale where 4=Agree Strongly; 3=Agree Somewhat; 2=Disagree Somewhat; and 1=Disagree Strongly

Green = High rating 3.0+ **Yellow** = Midrange **Red** = Low rating < 2.5

The community survey also revealed that a majority (57%) of respondents felt that transportation was a large concern in accessing services and supports for seniors.

Focus group participants expressed a need for affordable and convenient transportation between Petawawa and Pembroke (return trip taxi cost \$50). Many rely on family members for transportation. Former Petawawa residents living at out-of-town retirement or nursing homes would like better transportation back to events in Petawawa. Transportation appeared near the top of the wish lists developed at the focus groups.

Respondents who completed the service provider survey identified special transit as a service gaps to be addressed.

Seniors' needs related to transportation identified through the needs assessment were categorized by service groups and are summarized below.

Service Group →	<i>Well/Fit</i>	<i>Some Assistance</i>	<i>24 Hour Supports</i>
<u>Transportation:</u>			
Public transit	X	X	X
Special transit	-	X	X
Out of town bus service	X	X	-
Volunteer, shuttle and pooled driving	-	X	-

3.5 Housing

“My main concern is not being able to continue to live in Petawawa when the time comes that I can't live in my own house.”

“There is nowhere for seniors to live once they need long-term care.”

“Who do we turn to when we need help with home maintenance, snow removal or independent assessment of renovators?”

“The housing that is being built is not senior friendly. Therefore seniors have no choice but to leave.”

“Housing prices are too high for the quality you receive.”

“For seniors who want to downsize there is no option in Petawawa”

“It is unfortunate that as seniors age we have to consider leaving the community.”

The 2007 WHO AFC guide cites appropriate housing as an important determinant of the independence and quality of life of older people. Community survey respondents provided very low ratings across all of the questionnaire items pertaining to housing in Petawawa. Findings appear below:

Housing (Category Average 1.5)	<i>Rating out of 4*</i>
There are sufficient supports to keep seniors in their homes (meals, housekeeping, personal care)	1.9
Affordable home maintenance and renovation services are available	1.9
<i>... Cont'd</i>	

Housing (Category Average 1.5)	<i>Rating out of 4*</i>
Sufficient housing appropriate to the needs of seniors is available in Petawawa	1.4
There is an adequate number of retirement homes available	1.3
There is an adequate amount of subsidized (rent geared to income) accommodation	1.3
There is an adequate number of long-term care beds available	1.2

*Average scores on a 4-point scale where 4=Agree Strongly; 3=Agree Somewhat; 2=Disagree Somewhat; and 1=Disagree Strongly

Green = High rating 3.0+ **Yellow** = Midrange **Red** = Low rating < 2.5

The community survey also revealed that a two-thirds (66%) of respondents felt that wait times were a large concern in accessing housing services and supports for seniors.

Findings from the service provider survey paralleled the community survey data, with providers identifying major gaps in long-term care beds and affordable housing options including rent geared to income accommodation. When asked to allocate hypothetical funding across different needs areas (housing, health care, transportation and recreation) they assigned the largest portion (47%) to housing.

Focus group participants corroborated the findings from the community and provider surveys and expressed concerns about the lack of appropriate and affordable options for downsizing, wait lists for retirement homes and long-term care, and the need to move out of the community to finding housing. Housing related items topped the wish lists of all the focus groups. Seniors' needs related to housing identified through the needs assessment were categorized by service groups and are summarized below:

Service Group →	<i>Well/Fit</i>	<i>Some Assistance</i>	<i>24 Hour Supports</i>
<u>Housing:</u>			
Appropriate and affordable housing	x	x	x
Local retirement homes	-	x	x
Rent geared to income accommodation	x	x	x
House maintenance assistance	x	x	-
In-home supports (meals, housekeeping, personal care)	x	x	-
Local long-term care beds	-	-	x

3.6 Social, Cultural and Recreational Opportunities

“We need a new seniors centre – on one level.”

“Seniors need encouragement and motivation to engage in recreational and social pursuits.”

“Seniors need more opportunities to show their skills and develop new ones. Show the public that we still have value.”

“Activities are over by the time we find out about them.”

“Sports and recreation activities are more than enough, basic creative activities are nil.”

“Volunteering seems to have decreased. People here are transient; they don’t want to get involved.”

In describing the AFC “Social Participation” dimension the 2007 WHO guide points out the importance of seniors participating in leisure, social, cultural and spiritual activities in the community. Another WHO dimension, “Civic Participation and Engagement” describes the benefits of older adults doing both paid and volunteer work in their communities. These two dimensions were addressed in the community survey and findings appear below.

Social, Cultural and Recreational (Category Average 2.6)	Rating out of 4*
The library offers materials in accessible formats and programming choices that meet the needs of seniors	3.3
Clubs and social groups offer a wide variety of activities of interest to older people	2.8
There are enough volunteer opportunities for seniors	2.7
Activities and attractions in town are affordable	2.7
Recreation facilities are meeting the needs of seniors	2.5
There are lots of ways to meet other seniors	2.5
There are enough educational opportunities for seniors	2.2
There are enough employment opportunities for seniors	1.9

*Average scores on a 4-point scale where 4=Agree Strongly; 3=Agree Somewhat; 2=Disagree Somewhat; and 1=Disagree Strongly

Green = High rating 3.0+ **Yellow** = Midrange **Red** = Low rating < 2.5

Seniors in Petawawa have a wide range of recreation opportunities due to the broad menu of programs offered by the Town as well as access to recreation facilities at the military base. Areas flagged by the community survey respondents were educational opportunities and employment opportunities for seniors.

Service provider survey respondents identified some need for expanded recreation facilities but would allocate a relatively small amount (5%) of hypothetical new funding to this area, reflective of the existing strengths of recreation assets in Petawawa.

Focus group participants spoke positively about community recreation options including opportunities through social groups such as the Silver Threads Seniors Club. Many seniors referred to the need for an accessible senior’s drop-in centre, an item that also made their wish list.

Seniors’ needs related to social, cultural and recreational opportunities were categorized by service group and are summarized below:

Service Group →	Well/Fit	Some Assistance	24 Hour Supports
<u>Social, Cultural and Recreational:</u>			
Accessible seniors centre/hub	x	x	-
Educational opportunities for seniors	x	x	x
Employment opportunities for seniors	x	x	-
Intergenerational programming	x	x	x

3.7 Health Care

“With the current climate in health care it is difficult to provide the right services in a timely manner, funding doesn’t allow it.”

“The closest hospice is in Renfrew with only six beds so when our community members require this service it is hard to get a bed for them. When they need medical care for their last days they are far away from their loved ones.”

“In an emergency having to sit for six hours to see a doctor is just not human.”

The 2007 WHO AFC guide cites health and support services as an important dimension vital to maintaining independence in the community. Good mental and physical health is deemed essential to quality of life and a key determinant of a senior's ability to socialize and engage in social activities.

Community survey findings related to health appear below and reveal some issues with access, coordination and availability of services.

Health (Category Average 2.4)	<i>Rating out of 4*</i>
Most health care providers are aware and sensitive to the unique needs of seniors	2.7
There is a sufficient amount of information about health promotion	2.5
Services are easy to access and well coordinated	2.4
There is an adequate range of medical services available in the community	2.3
Health services are available when you need them	2.1

**Average scores on a 4-point scale where 4=Agree Strongly; 3=Agree Somewhat; 2=Disagree Somewhat; and 1=Disagree Strongly*

Green = High rating 3.0+ **Yellow** = Midrange **Red** = Low rating < 2.5

Focus group participants did not identify health services as a major concern, except as it pertained to housing (in-home health supports) and transportation (to medical appointments, out of town specialists, etc.). Most participants reported that they had their own family physician although some doctors were about to retire. They did express a desire for a local-walk in clinic so they did not have to travel to Pembroke or Deep River.

Service provider survey respondents flagged primary care, medical specialists, therapies and dementia care as a major service gaps for seniors. They allocated 16% of their hypothetical funding increase to health services.

Seniors' needs related to health care identified through the needs assessment were broken out by service groups and are summarized below:

Service Group →	<i>Well/Fit</i>	<i>Some Assistance</i>	<i>24 Hour Supports</i>
<u>Health:</u>			
Walk-in clinic	X	X	-
More health care staff	X	X	X
More in-home health care and other supports	-	X	-
More physicians and local specialists	X	X	X
Dementia care	-	X	X
Supports to caregivers	-	X	X

3.8 Other Community Needs

“I hope to retire in the next five years. If there are changes to help support seniors to live – I will retire here.”

“My mother lives in my home as she does not make enough money to live independently in her own apartment. Very sad and scary situation to be in after working your entire life.”

“Seniors would be great mentors to other business people.”

“Town staff are helpful to people living on their own.”

The 2007 WHO guide on age-friendly cities states that the “Respect and Social Inclusion”, the general feeling of respect and recognizing the role that older adults play in society is a critical factor for establishing an age-friendly community. Items on the community questionnaire related to this dimension as well as other community attributes appear below.

Other	<i>Rating out of 4*</i>
Seniors are welcomed at community events, activities and settings	3.3
This is a safe and secure community for seniors to live in	3.2
Older people are recognized by the community for their past as well as their present contributions	3.1
Retail and service staff are courteous and helpful to seniors	3.0
Electronic equipment such as cash dispensers, debit card machines and “card in the slot” gas pumps are easy to use	2.9

Other	Rating out of 4*
Obtaining information and doing transactions on-line is easy to do	2.6
There is adequate information about services and resources available to seniors	2.6
Decision making bodies welcome and use input from seniors	2.5
Cost-relief and financial support is available to seniors who need it	2.1
There is a good variety of shopping options for seniors	1.7

*Average scores on a 4-point scale where 4=Agree Strongly; 3=Agree Somewhat; 2=Disagree Somewhat; and 1=Disagree Strongly

Green = High rating 3.0+ **Yellow** = Midrange **Red** = Low rating < 2.5

Community survey respondents gave high ratings to all items related to social inclusion, an important WHO AFC dimension and one that is often difficult to obtain. They gave low ratings to cost relief/financial support and the lack of local shopping options for seniors. Almost half (49%) of the community respondents felt that the financial cost of accessing services was “a large concern.” Service provider respondents expressed similar concerns.

Paralleling the survey findings, focus group participants viewed Petawawa as a safe, friendly and supportive community with a small town atmosphere. Seniors also raised many examples of cost and financial issues being faced by their population group.

Other community needs identified through the needs assessment were categorized by service groups and are summarized below.

Service Group →	Well/Fit	Some Assistance	24 Hour Supports
<u>Other Community Needs:</u>			
More information about what is available	x	x	-
Local retail shopping choices	x	x	-
Financial support and cost relief	x	x	x
Mechanism/group for seniors advocacy	x	x	x

3.9 Conclusion

About a third of the community survey respondents rated services and supports for Petawawa seniors as “excellent” or “good”, suggesting the Town of Petawawa has already made some progress in achieving the eight WHO dimensions for Age-Friendly Communities.

Key points from the needs assessment appear below.

WHO Dimension	Existing Strengths	Improvement Areas
1. <u>Outdoor Spaces and Buildings:</u>	Public areas and green space	Accessibility, walkability, bike/scooter lanes
2. <u>Transportation:</u>	Driving ease	Transportation options Expanded special transit Out of town transit
3. <u>Housing:</u>	Existing seniors residence	More LTC beds and affordable housing options available locally
4. <u>Social Participation:</u>	Recreation options Library Seniors groups Service clubs	Educational opportunities
5. <u>Respect and Social Inclusion:</u>	Welcoming, friendly and inclusive	Maintain and expand seniors profile
6. <u>Civic Participation and Employment:</u>	Volunteer opportunities	Employment opportunities
7. <u>Communication and Information:</u>	Town publications and directories	Coordination and one-stop shopping
8. <u>Community and Health Services:</u>	Local family health centre Hospital in Pembroke	Expanded local services Mental health and dementia supports

The next section describes the plan developed to address the findings from the needs analysis and move Petawawa closer the WHO notion of an age-friendly community.

4.0 MOVING FORWARD

4.1 Guiding Principles

The Steering Committee participated in an exercise at its inaugural meeting to identify broad principles to govern the development and implementation of the AFC plan. These were compared and found to be consistent with the guiding principles suggested on the University of Waterloo AFC website, a source recommended in the Ontario Seniors Secretariat AFC guidelines.

The five guiding principles for the Petawawa AFC plan are therefore the following:

1. Respect and support of all individuals
2. Access and inclusion
3. Openness and transparency
4. Community engagement in plan development and decision making
5. Accountability for actions and follow-up

These principles governed the development of the Petawawa AFC plan and will guide its ongoing implementation.

4.2 Vision

A vision statement describes the "preferred future state" of a community and its stakeholders. Steering Committee members and forum participants engaged in several visioning exercises to develop elements of a future vision for seniors in Petawawa:

- A inclusive and caring community that respects and engages seniors
- Expanded services and facilities that meet the needs of seniors locally
- A culture of innovation and continuous improvement in all services and supports for all ages

Achievement of the vision will position Petawawa as a leading Age-friendly Community in the province.

4.3 Goals

Twelve goals emerged from the planning process addressing priorities related to leadership, services and infrastructure. These appear below.

Leadership and Engagement

- 1.1 Increase the level of involvement of seniors in all aspects of community life
- 1.2 Expand local and regional partnerships to foster collaboration and resource sharing
- 1.3 Engage seniors and other stakeholders in effective lobbying and advocacy

Services and Supports

- 2.1 Raise awareness and knowledge of existing available senior's services and services
- 2.2 Increase local health care options
- 2.3 Grow recreational opportunities for seniors that are accessible and appropriate, affordable
- 2.4 Expand the range of educational opportunities for seniors
- 2.5 Provide financial and cost relief for seniors

Infrastructure Development

- 3.1 Build housing stock that is affordable and appropriate to seniors needs
- 3.2 Entrench accessibility in all facilities, businesses and buildings
- 3.3 Increase transportation options for seniors
- 3.4 Establish an accessible Senior's Centre as part of a community hub spanning all ages

4.4 Linkages to Town Strategic Plan

The AFC goals were mapped against the five broad strategic goals that appear in the Town of Petawawa's current strategic plan. The resulting matrix appears below. It is clear that the two plans are highly compatible. All 12 AFC goals could be easily mapped to priority areas in the Town strategic plan. An examination of the Recreation Master Plan and the Town Official Plan also revealed high compatibility.

AFC Goals →		Leadership			Services/Supports					Infrastructure			
Town Goals:		1.1	1.2	1.3	2.1	2.2	2.3	2.4	2.5	3.1	3.2	3.3	3.4
1.	Resource and financial sustainability		x	x					x				
2.	Appropriate and adequate planning	x	x	x	x	x	x	x	x	x	x	x	x
3.	Safety, health, environment	x		x	x	x			x	x	x	x	
4.	Recreation, culture and tourism			x	x		x	x					x
5.	Economic development			x						x		x	

IMPLEMENTATION AND SUSTAINABILITY

5.1 Implementation Template

This section describes the strategies, accountabilities, deliverables and time frames necessary for achieving the AFC goals. The template is based on work completed by participants at the implementation planning workshop held in January 2016. It is presented here as a preliminary draft and will be expanded and refined as AFC implementation proceeds.

Leadership and Engagement

1.1 Increase the level of involvement of seniors in all aspects of community life

<i>Strategies</i>		<i>Champion/Partners</i>	<i>Timing</i>
1.1.1	Establish a Seniors Council*	Town of Petawawa	ASAP
1.1.2	Identify and leverage existing services where seniors are already involved – Recreation facilities, churches, service clubs, etc.	Seniors Council	2016 Ongoing
1.1.3	Engage isolated and hard to reach seniors in programs and events	Seniors Council Silver Threads Seniors Home care service providers	2016 Ongoing
1.1.4	Introduce an intergenerational component to seniors programs and services	School Board Parks and Recreation Library	2017-18

* Described in Section 5.2 – Sustainability Model

1.2 Expand local and regional partnerships to foster collaboration and resource sharing

<i>Strategies</i>		<i>Champion/Partners</i>	<i>Timing</i>
1.2.1	Conduct a scan of existing seniors resources and strategies in nearby communities including Chalk River, Deep River and Pembroke	Seniors Council Other agencies	2016 -17
1.2.2	Collaborate to identify existing strengths and weaknesses and to share resources on an equitable basis	Seniors Council Town of Petawawa Other towns Involved agencies Champlain LHIN	2017 Ongoing
1.2.3	Leverage the relationship with the military base	Town of Petawawa Garrison Petawawa	2016 Ongoing
1.2.4	Establish partnerships with business	Seniors Council Chamber of Commerce	2016 Ongoing

1.3 Engage seniors and other stakeholders in effective lobbying and advocacy

<i>Strategies</i>		<i>Champion/Partners</i>	<i>Timing</i>
1.3.1	Establish an advocacy strategy	Seniors Council	2016
1.3.2	Reach out to local and provincial officials	Seniors Council	2016 Ongoing
1.3.3	Raise the profile of seniors issues, activities and accomplishments	Seniors Council Local media	2016 Ongoing
1.3.4	Expand opportunities for seniors involvement in decision making processes	Seniors Council Town of Petawawa	2017

Services and Supports

2.1 Raise awareness and knowledge of existing available senior's services

<i>Strategies</i>		<i>Champion/Partners</i>	<i>Timing</i>
2.1.1	Ensure information dissemination through existing vehicles	Town of Petawawa Library Silver Threads Seniors 211 Service providers	2016 Ongoing
2.2.2	Expand seniors section of Community Guide and refresh twice annually	Seniors Council Parks and Recreation	2016 Ongoing

2.2 Increase local health care options

<i>Strategies</i>		<i>Champion/Partners</i>	<i>Timing</i>
2.2.1	Advocate for increased funding for a walk-in clinic and other primary care services	Seniors Council Town of Petawawa Champlain LHIN	2016-17
2.2.2	Expand services and supports for seniors living independently in the community	Champlain CCAC Family Health Centre CareFor	2017-18
2.2.3	Continue/enhance public health initiatives directed at seniors	Public Health Family Health Centre	2016 Ongoing
2.2.4	Increase mental health services and supports	Alzheimer's Society Pembroke Regional Hospital Family Health Centre	2017-18
2.2.5	Seek funding for local palliative and hospice care	Town of Petawawa Champlain LHIN	2017

2.3 Grow recreational opportunities for seniors that are appropriate, accessible and affordable

<i>Strategies</i>		<i>Champion/Partners</i>	<i>Timing</i>
2.3.1	Establish and support a Seniors Recreation Advisory Group*	Parks and Recreation	2016
2.3.2	Implement identified initiatives	Parks and Recreation Agencies, groups and organizations	2016 Ongoing
2.3.3	Continue to roll out the Recreation Master Plan	Parks and Recreation	Ongoing

*Currently underway through an Ontario Seniors Community grant

2.4 Expand the range of educational opportunities for seniors

<i>Strategies</i>		<i>Champion/Partners</i>	<i>Timing</i>
2.4.1	Offer special interest courses in health, travel, arts and culture and life skills specific to seniors interests	Library Algonquin College Local schools	2016 Ongoing
2.4.2	Offer academic courses accessible to seniors	Algonquin College Local schools	2016 Ongoing
2.4.3	Offer vocational/career training supporting seniors volunteering and/or in the workforce	Algonquin College	2017 Ongoing

2.5 Provide financial and cost relief for seniors

<i>Strategies</i>		<i>Champion/Partners</i>	<i>Timing</i>
2.5.1	Identify and communicate existing subsidies, discounts and financial support programs	Municipal and provincial government Federal MP Agencies Seniors Council	2017-18
2.5.2	Advocate for increased financial supports for seniors	Seniors Council	2017 Ongoing

Infrastructure

3.1 Build housing stock that is affordable and appropriate to seniors needs

<i>Strategies</i>		<i>Champion/Partners</i>	<i>Timing</i>
3.1.1	Complete tendering process for an addition to Riverview Apartments and undertake construction ASAP	Town of Petawawa Petawawa Housing Corporation	2016-18
3.1.2	Identify existing housing stock and build partnerships with property owners and developers	Town of Petawawa Owners and developers	2016 Ongoing
3.1.3	Communicate existing homeowners options in Official Plan	Town of Petawawa	2016
3.1.4	Investigate/identify housing incentives	Champlain LHIN CMHC Government Ministries	2016-17

3.2 Entrench accessibility in all facilities, businesses and buildings

<i>Strategies</i>		<i>Champion/Partners</i>	<i>Timing</i>
3.2.1	Mandate a barrier-free for new housing stock, especially subdivisions (10-25% recommended)	Town of Petawawa	2016
3.2.2	Review all sites/plans against mandate	Accessibility Advisory Committee	2016-17
3.2.3	Identify costs and seek resources	Community Champions	2017 Ongoing

3.3 Increase transportation options for seniors

<i>Strategies</i>		<i>Champion/Partners</i>	<i>Timing</i>
3.3.1	Increase and disseminate information about existing transportation services	Senior's Council 211 Silver Threads Seniors Town of Petawawa	2016
3.3.2	Expand Wheels to Meals service	Carefor	2017
3.3.3	Investigate ways to leverage and expand transportation services through partnerships	CareFor Taxi companies Garrison Petawawa School bus companies	2016 Ongoing
3.3.4	Create a business case for new public transit options	Mall owners Town of Petawawa	2017

3.4 Establish an accessible Senior's Centre as part of a community hub spanning all ages

<i>Strategies</i>		<i>Champion/Partners</i>	<i>Timing</i>
3.4.1	Explore feasibility of repurposing existing facilities	Lion's Hall Civic Centre Petawawa Plaza Norman Behnke Hall	2016
3.4.2	Explore developing new facility	Town of Petawawa Seniors Council	2017
3.4.3	Identify resources and initiate fundraising	Town of Petawawa Seniors Council Local champions	2018

The Petawawa AFC plan consists of three priority areas, 12 goals and 40 individual strategies to achieve the goals. Detailed action steps will need to be developed to execute the strategies as the plan is built out further. The implementation template should remain a perpetual draft changing frequently as strategies and actions are executed and new ones are identified.

5.2 Sustainability Model

Experience from other jurisdictions has shown that community aging plans require some form of a permanent entity in order to ensure successful ongoing implementation, monitoring, revision and evaluation of goals and objectives. The consensus at the January implementation planning workshop was that an independent Seniors Council could fill this function and serve as a community champion for senior's needs and issues.

Functions of the Seniors Council would include:

- Ongoing communication of the AFC plan and its various initiatives to the Petawawa community
- Identifying service gaps and shortfalls
- Recruitment of partners to participate in executing AFC strategies
- Regular alterations to the plan based on changes in the environment and maintenance of the Implementation Template as a "living document"
- Monitoring progress on goals against pre-determined outcome measures
- Identifying and pursuing resources such as grants, new funders, corporate sponsorships or in-kind donations

The composition of the Seniors Council could consist of appointed representatives from the Town of Petawawa, key service providers, local business and a solid contingent of seniors.

5.3 Immediate Next Steps

Suggested steps for moving forward are the following:

1. Present the final plan to Council in February 2016 for endorsement.
2. Develop Terms of Reference and establish a Seniors Council.
3. The Seniors Council would then initiate an ongoing communication program with the following key messages:
 - The fact that the needs and solutions in the plan are based on extensive bottom-up input from members of the community and as such have considerable legitimacy
 - The fact that it is not a conventional plan but rather a template that draws linkages to existing and planned actions by community groups, individuals and organizations
 - The fact that the plan will strive to be cost-neutral and even cost reducing due to the coordination efficiencies it will achieve
4. Assign Seniors Council members as champions of the various goals who can then approach potential partners.
5. Expand the list of strategies and identify quick wins that can be implemented immediately. Include these in early communications.

The ultimate success of the initiatives in the Petawawa AFC plan will be dependent on broad and sustained engagement of the Town, service providers and agencies, community members and most of all, seniors themselves. Successful implementation will require some new initiatives, but many of the strategies are already underway through the Town, existing organizations and providers. The plan should guide collaboration and resource sharing, advocacy and long-term planning by all sectors.

The lead consultant from Shercon Associates Inc. will remain on call to support and assist the Seniors Council with the roll-out of the plan.

Dr. David Sheridan
Principal and Senior Consultant
SHERCON ASSOCIATES INC.

Deb Ballak
Associate Consultant

www.shercon.ca

February 10, 2016

APPENDIX A - Steering Committee and Key Informants
Listed in alphabetical Order

Steering Committee Members

Barbara Bailey	Silver Threads Seniors Group
Sheila Clarke	Petawawa Accessibility Advisory Committee
Sheila Durand	Petawawa Public Library
David Grady	Petawawa Housing Corporation
Judy Hill	Petawawa Family Health Centre
Treena Lemay	Council Liaison
Tracey Liebig	Alzheimer's Society – Renfrew County
Dawn Recoskie	Deputy Clerk
Maj. Aubrey Robertson	Garrison Petawawa
Theresa Sabourin	Council Liaison
Dan Scissons	Chief Administrative Officer/Clerk
Kelly Williams	Parks and Recreation
Mike Wright	Community Representative

Key Informants Interviewed

Chris Grayson	Community Living Upper Ottawa Valley
Sue Edwards	Heritage Manor
Lorraine Mackenzie	Upper Ottawa Valley Chamber of Commerce
Dan McGean	Lion's Club
Sabine Mersmann	Pembroke Regional Hospital
Mary Prince	Geriatric Mental Health Resource Consultant
Maj. Aubrey Roberston	Garrison Petawawa
Eric Strachan	Retired Pastor
Shelley Seedy	Mirimichi Lodge
Bob Sweet	Mayor
Insp. Mark Wolfe	OPP Detachment Commander



PETAWAWA AGE-FRIENDLY COMMUNITY PLAN Survey of Community Members

The Town of Petawawa is developing an Age-Friendly Community Plan with assistance from a grant received from the Government of Ontario. An Age-Friendly community is one where policies, services and facilities support older people to live in a secure environment, enjoy good health and continue to participate fully in their communities. Work on the plan has just started and will be complete in early 2016.

This survey is one of several community consultation initiatives to be launched and is seeking the views of older adults and other members of the community about the current environment for seniors in Petawawa. It will take about 10 minutes to complete. Findings will be presented at a community stakeholder forum to be held in late November and then used to set planning priorities.

Your answers will help us better understand the needs of older adults in Petawawa. Please complete this questionnaire no later than Thursday November 12, 2015. Your responses are anonymous and will go directly to the consultants helping with the project.

It is not necessary to answer all the questions. If you are unsure, or do not want to answer a question, leave it blank. You can also complete this questionnaire on-line by going to the Town of Petawawa website www.petawawa.ca or by visiting the following link <https://www.surveymonkey.com/r/PAFCPCCommunity>

1. A list of statements about services and supports for seniors in Petawawa appears below. Indicate your level of agreement or disagreement with each statement. Remember, if you are unsure leave the item blank.

182 responses – 144 on-line; 38 hard copy

Averages are based on a 4-point scale where 4 = Agree Strongly; 3 = Agree Somewhat; 2 = Disagree Somewhat; and 1 = Disagree Strongly

	Av.	Agree Strongly	Agree Somewhat	Disagree Somewhat	Disagree Strongly
Outdoor Spaces and Buildings (Category Average 2.9)	#	%	%	%	%
Public areas in Petawawa are clean and pleasant	3.4	47	49	3	1
Green spaces and outdoor seating are sufficient in number, well-maintained and safe	3.1	29	51	17	2

Outdoor Spaces and Buildings (Cont'd)	<i>Av. #</i>	<i>Agree Strongly %</i>	<i>Agree Somewhat %</i>	<i>Disagree Somewhat %</i>	<i>Disagree Strongly %</i>
Pavements and sidewalks are in good condition and free of obstructions	3.0	29	46	21	4
It is easy for seniors to get around as pedestrians	2.8	21	42	31	6
Buildings and services are accessible for individuals with sight, hearing or mobility challenges	2.7	14	53	25	8
Services are situated in convenient locations	2.8	14	57	23	5
There are adequate lanes for bicycles and scooters	2.5	13	36	37	14
Transportation (Category Average 2.2)					
Traffic signs are easy to read and understand	3.1	33	52	12	4
Parking and drop-off areas are conveniently located	2.8	16	55	22	7
Taxis are accessible and affordable	2.4	6	48	32	15
There are good options for volunteer, shuttle or pooled driving	1.9	4	19	40	37
Affordable and accessible special transit is available for people who are disabled	1.8	2	17	38	43
Public transit is available	1.2	1	2	13	83
Housing (Category Average 1.5)					
There are sufficient supports to keep seniors in their homes (meals, housekeeping, personal care)	1.9	2	18	45	34
Affordable home maintenance and renovation services are available	1.9	4	22	38	36
Sufficient housing appropriate to the needs of seniors is available in Petawawa	1.4	1	5	26	67
There is an adequate number of retirement homes available	1.3	2	2	16	80
There is an adequate amount of subsidized (rent geared to income) accommodation	1.3	1	5	22	73
There is an adequate number of long-term care beds available	1.2	1	2	13	84

Social and Recreational (Category Average 2.6)	<i>Av. #</i>	<i>Agree Strongly %</i>	<i>Agree Somewhat %</i>	<i>Disagree Somewhat %</i>	<i>Disagree Strongly %</i>
The library offers materials in accessible formats and programming choices that meet the needs of seniors	3.3	36	56	6	2
Clubs and social groups offer a wide variety of activities of interest to older people	2.8	18	51	23	7
There are enough volunteer opportunities for seniors	2.7	12	55	22	12
Activities and attractions in town are affordable	2.7	11	51	33	4
Recreation facilities are meeting the needs of seniors	2.5	8	44	35	13
There are lots of ways to meet other seniors	2.5	7	46	35	12
There are enough educational opportunities for seniors	2.2	4	35	41	20
There are enough employment opportunities for seniors	1.9	3	15	50	32
Health (Category Average 2.4)					
Most health care providers are aware and sensitive to the unique needs of seniors	2.7	12	53	25	10
There is a sufficient amount of information about health promotion	2.5	7	50	32	12
There is an adequate range of medical services available in the community	2.3	9	33	33	25
Services are easy to access and well coordinated	2.4	7	41	39	13
Health services are available when you need them	2.1	5	27	36	32
Community					
Seniors are welcomed at community events, activities and settings	3.3	35	56	7	1
This is a safe and secure community for seniors to live in	3.2	34	53	9	5
Older people are recognized by the community for their past as well as their present contributions	3.1	28	55	13	4
Retail and service staff are courteous and helpful to seniors	3.0	25	52	18	4

Community (Cont'd)	Av. #	Agree Strongly %	Agree Somewhat %	Disagree Somewhat %	Disagree Strongly %
Electronic equipment such as cash dispensers, debit card machines, ticket machines and “card in the slot” gas pumps are easy to use	2.9	19	59	16	6
Obtaining information and doing transactions on-line is easy to do	2.6	16	46	24	14
There is adequate information about services and resources available to seniors	2.6	7	51	33	9
Decision making bodies welcome and use input from seniors	2.5	3	43	40	13
Cost-relief and financial support is available to seniors who need it	2.1	1	28	50	22
There is a good variety of shopping options for seniors	1.7	2	11	38	49

3. In general how would you rate the overall services provided to older adults in your community?

2% Excellent **55%** Fair
32% Good **11%** Poor

4. How informed or uninformed do you feel about services provided to seniors in your community.

7% Very informed **39%** Not too informed
46% Somewhat informed **8%** Not at all informed

5. A number of potential obstacles or barriers to individual seniors accessing services are listed on the next page. Indicate the extent to which you feel each of these has been a concern to you:

	<i>Not a concern at all %</i>	<i>Somewhat of a concern %</i>	<i>A large concern %</i>
The hours that supports or services are available	41	49	10
The geographic location of where the services are provided	27	48	25
Transportation	14	29	57
Physical mobility	27	44	29 ...Cont'd

	<i>Not a concern at all</i> %	<i>Somewhat of a concern</i> %	<i>A large concern</i> %
Stigma related to accessing some services	44	41	15
The financial cost or out-of-pocket expenses to individuals	14	37	49
Long wait lists/wait times	7	27	66
Restrictive eligibility criteria	23	38	39
Lack of awareness of services	14	56	30
Language or cultural differences	73	22	5

8. **About You - Your** answers to these questions will help us analyse the data:

Did you answer this questionnaire as an: *(Check all that apply)*

- 79%** Older adult/senior
- 15%** Family member/caregiver
- 29%** Community citizen

Your age: **25%** Under 55 years
 31% 56 to 65
 39% 66 to 80
 5% Over 80 years

How would you describe your current circumstances?

- 82%** In good health and able to live independently without assistance
- 16%** Require some assistance with activities of daily living
- 2%** Require 24 hour support

Where do you live? **97%** Petawawa **3%** Other

How long have you lived here?

- 8%** Less than 5 years
- 11%** Between 5 and 10 years
- 31%** Between 10 and 30 years
- 50%** More than 30 years

Issued October 21; Closed November 12

Cross tabulations attached

CROSS-TABULATIONS

Service Awareness by Age

	56 to 65 years <i>n=87</i>	66 to 80 years <i>n=62</i>	Over 80 years <i>n=8</i>
Very Informed	7%	8%	0%
Somewhat Informed	43%	52%	50%
Not too Informed	40%	34%	50%
Not at all Informed	10%	6%	0%
	100%	100%	100%

Overall Service Ratings by Age

	56 to 65 years <i>n=87</i>	66 to 80 years <i>n=61</i>	Over 80 years <i>n=8</i>
Excellent	2%	0%	0%
Good	31%	33%	38%
Fair	58%	54%	50%
Poor	9%	13%	12%
	100%	100%	100%

Ratings by Awareness

	Very Informed <i>n=11</i>	Somewhat Informed <i>n=75</i>	Not too Informed <i>n=62</i>	Not at all Informed <i>n=11</i>
Excellent	0%	1%	3%	0%
Good	45%	41%	24%	0%
Fair	46%	51%	58%	82%
Poor	9%	7%	16%	18%
	100	100%	100%	100%

Columns do not always total 100% due to rounding



PETAWAWA AGE-FRIENDLY COMMUNITY PLAN Survey of Providers

The Town of Petawawa is undertaking the creation of an Age-Friendly Community (AFC) Plan with assistance from a grant received from the Government of Ontario. An Age-Friendly community is one where policies, services and structures related to the physical and social environments are designed to support and enable older people to live in a secure environment, enjoy good health and continue to participate fully in their communities.

Work has just commenced and will be complete in February 2016. The project is being led by a Steering Committee with representatives from the Town, service providers and seniors. It will produce a comprehensive and sustainable AFC plan that will serve as a template for collaborative planning to address the needs of our seniors population in Petawawa.

This survey is one of several stakeholder consultation initiatives to be launched and is designed to gather service provider perceptions of the current system of services and supports for older adults in Petawawa. It will take about 20 minutes to complete. Findings will be presented at a community forum to be held in late November and used to set planning priorities.

Please complete and return this on-line questionnaire no later than 5:00 p.m. Thursday November 12, 2015. Your responses will be confidential and will go directly to the external consultants assisting us with the project.

If you are unsure, or don't know the answer to a particular question, simply leave that item blank. It is not necessary to answer all the questions.

- Please provide the following background information:

22 responses

Type of Organization: *Check all that apply*

2 Home support	2 Faith based organization
1 Hospice	1 Ethnic/cultural organization
8 Health care	3 Government
1 Social services	1 Retirement home
1 Primary care	2 Supportive housing
2 Social/Recreation	1 Long-term care home

Estimated percentage of your services that are provided to seniors/older adults (55 years and older): **64%** (average)

Which groups of seniors receive services from you or your organization?

- 15** Well-fit seniors
- 15** Seniors requiring some assistance with activities of daily living (ADL)
- 4** Seniors requiring 24-hour support

As you answer these questions think in terms of the overall services provided for seniors across the town as a whole rather than the specific services that you offer.

2. A list of existing and potential services and supports for seniors living in Petawawa appears below. Please review the list for each service group and indicate the five services that you feel are currently experiencing the greatest system pressure in terms of present gaps between supply and demand

Check up to five in each column		Seniors Group Served:		
Category	Service/Support	Well/Fit Seniors	Some ADL Assistance	24 hour support
Transportation	Special transit	3	12	6
	Public transit	10	6	2
	Taxi services	4	3	1
	Volunteer, shuttle and pooled driving	6	7	2
	Driver supports – signage, parking, etc.	5	4	2
	Active transportation: Pedestrian and cycling friendly environment	6	0	0
Housing	Home maintenance and renovation supports	2	3	2
	Affordable and accessible housing options	10	10	4
	Rent geared to income accommodation	9	8	2
	In-home supports – meals, housekeeping, etc.	3	8	3
	Personal support workers	3	3	6
	Retirement homes	3	8	4
	Long-term care beds	1	2	8
Social, Recreational, Educational, Wellness	Recreation centres	8	6	2
	Clubs and social groups	7	8	4
	Faith based organizations	3	2	3
	Arts and culture organizations	4	3	1
	Library resources	2	1	1
	Educational opportunities for seniors	7	4	2
	Volunteer opportunities for seniors	4	2	1
	Employment opportunities for seniors	6	3	1
Parks and outdoor space	4	2	2	

Category	Service/Support	Well/Fit Seniors	Some ADL Assistance	24 hour support
Health Care	Health education and promotion	6	3	3
	Primary care – family physicians, clinics	8	9	5
	Medical specialists	8	8	7
	Therapies – Physio, OT, etc.	7	9	7
	Pharmacy	2	2	2
	Dental, vision and hearing	4	2	2
	Foot care	3	5	3
	Dementia care	1	3	7
	Palliative care	1	4	6
	Mental health supports	5	6	5
	Addictions services	2	1	1
Other	Access to community information	4	4	3
	Counselling	6	7	6
	Supports for caregivers – respite, training, etc.	4	9	5
	System navigation	6	6	5
	Transition planning	6	7	5
	Retail services	5	5	3
	Safety and security programs	2	2	1
	Financial supports	4	6	5

3. Are there any necessary services or supports for seniors that presently do not exist in Petawawa?

11 Yes ----->

3a. Please specify below:

Repeats of above categories

4. Thinking now in general terms, rate the overall effectiveness of the system of services and supports for seniors in accomplishing the following:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>
Responding to the unique needs of seniors	0%	50%	33%	17%
Coordination across programs and service providers	0%	50%	25%	25%
Providing flexibility and choice to seniors	0%	18%	55%	27%
Ensuring individuals receive the right services	0%	18%	64%	18%
	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>

Ensuring individuals receive services in a timely fashion	0%	17%	58%	25%
Communicating information about services available	0%	31%	31%	38%
Identifying and responding to community needs	0%	36%	46%	18%
Having a positive impact on the lifestyle and well-being of seniors	0%	27%	55%	18%

5. If you gave a rating of “fair” or “poor” to any of the items in Question 4, please explain below:

Coordination challenges; insufficient funding; services out of town; services poorly communicated; transportation for rural seniors; senior’s building accessibility

6. Do you feel there is any unnecessary duplication of services for seniors in Petawawa?

None identified

7. Assume that you have some new funding to distribute to the various services and supports for seniors in Petawawa. Thinking in terms of your answers to the previous questions, allocate these funds by assigning percentages across the services below:

You can allocate the funds any way you like but the total should add up to 100%

		Amount
Transportation 27%	Special transit	11
	Public transit	12
	Taxi services	1
	Volunteer, shuttle and pooled driving	2
	Driver supports– signage, instruction, parking	-
	Active transportation: Pedestrian and cycling friendly environment	1
Housing 47%	Home maintenance and renovation supports	-
	Affordable and accessible housing options	19
	Rent geared to income accommodation	3
	In-home supports – meals, housekeeping, etc.	7
	Personal support workers	-
	Retirement homes	5
Long-term care beds	13	

Social, Recreational, Educational, Wellness 5%	Recreation centres	1
	Clubs and social groups	-
	Faith based organizations	-
	Arts and culture organizations	1
	Library resources	1
	Educational opportunities for seniors	1
	Volunteer opportunities for seniors	-
	Employment opportunities for seniors	-
	Parks and outdoor space	1
Health Care 16%	Health education and promotion	1
	Primary care – family physicians, clinics	2
	Medical specialists	1
	Therapies – Physio, OT, etc.	3
	Pharmacy	-
	Dental, vision and hearing	2
	Foot care	1
	Dementia care	2
	Palliative care	2
	Mental health supports	2
	Addictions services	-
Other 5%	Access to community information	-
	Counselling	1
	Supports for caregivers – respite, training, etc.	3
	System navigation	-
	Transition planning	-
	Retail services	1
	Safety and security programs	-
	Financial supports	1
	Total:	100%

8. A number of potential obstacles or barriers to individual seniors accessing services are listed below. Indicate the extent to which you feel each of these is a concern in Petawawa:

	<i>Not a concern at all</i>	<i>Somewhat of a concern</i>	<i>A large concern</i>
The hours that supports or services are available	30%	50%	20%
The geographic location of where the services are provided	27%	37%	36%
Transportation	0%	50%	50%
Physical mobility	8%	67%	25%
Stigma related to accessing some services	40%	50%	10%
The financial cost or out-of-pocket expenses to individuals	8%	46%	46%
Long wait lists/wait times	0%	36%	64%
Restrictive eligibility criteria	27%	46%	27%
Lack of awareness of services	14%	57%	29%
Language or cultural differences	42%	50%	8%

9. Are there any other obstacles or barriers that interfere with seniors receiving the services or supports that they need?

Low literacy skills of some older adults

10. If you could only make one suggestion to improve senior`s services in Petawawa, what would it be?

Transportation; housing; one place to get all information; more specialized care providers; new building for seniors centre; more participation of seniors in decision making about policies, programs and services

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