



**Town of Arnprior
Age-Friendly Community Plan**

**Final Report
February 10, 2016**

SHERCON ASSOCIATES INC.
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Executive Summary

Background

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. The Town of Arnprior has developed an AFC Plan with assistance from a provincial AFC grant.

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, Arnprior Strategic Plan and plans from other agencies and organizations in Arnprior.

Approach

Work commenced in September 2015 and was complete in January 2016. Steps in carrying out the project were as follows:

- 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 20 service providers from 14 different organizations
- A community survey completed by 98 respondents, mainly seniors
- Five focus group sessions directly engaging 91 seniors and family members
- Phone interviews with 12 key informants including political officials, business owners, senior service providers and other community leaders.
- A half-day facilitated community stakeholder forum that was well attended by a dynamic mix of seniors and service providers
- A discussion paper widely distributed on-line and in hard copy form 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.

The needs assessment and consultation process engaged over 150 seniors, 25 service providers, 15 family members and 30 members of the community through the interviews, community forum, discussion paper and implementation planning workshop. It was particularly noteworthy that the needs identified were highly consistent across the different stakeholder groups.

Senior's Needs

Needs identified through these consultation /data gathering initiatives were as follows:

<u>Outdoor Spaces and Buildings:</u>	<ul style="list-style-type: none"> Accessible stores and buildings Improved sidewalks, ramps and curbs Expanded and accessible trails that are well maintained Bicycle and scooter lanes
<u>Transportation:</u>	<ul style="list-style-type: none"> Expanded hours and availability of special transit Additional volunteer and shuttle driving More frequent out of town transportation
<u>Housing:</u>	<ul style="list-style-type: none"> More long-term care beds Long Term Care (LTC) facilities upgrades Appropriate and affordable housing options Rent geared to income accommodation House maintenance and renovation supports More retirement homes Facilities with a continuum of supports to facilitate “aging in place”
<u>Social, Cultural and Recreational:</u>	<ul style="list-style-type: none"> Increased information about what is available Drop-in Centre for seniors Transportation to events and activities Improved scheduling with more daytime events Increased educational opportunities Increased intergenerational programming
<u>Health Care:</u>	<ul style="list-style-type: none"> Increased in-home health care More physicians and local specialists Increased types of local diagnostic services Health education and promotion LTC staffing increases Supports to caregivers Increased dementia supports More/expansion of mental health services
<u>Other Community Needs:</u>	<ul style="list-style-type: none"> Retail shopping choices Entertainment options Financial support and cost relief/discounts Outreach to isolated seniors Advocacy for seniors

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

Fifteen goals emerged from the planning process addressing priorities related to infrastructure, services and engagement:

Enhanced Facilities and Infrastructure

- 1.1 Increase the supply of long-term care beds
- 1.2 Explore and build new and innovative seniors housing options that allow for progressive care and aging in place
- 1.3 Improve accessibility of buildings and outdoor spaces across the community
- 1.4 Increase transportation options for seniors
- 1.5 Encourage and support new retail development in Arnprior

Seniors-focused Services and Supports

- 2.1 Raise awareness and knowledge of existing available seniors' services
- 2.2 Expand services and supports for seniors living independently in the community
- 2.3 Grow social, recreational and educational opportunities for seniors
- 2.4 Expand and enhance health services for seniors
- 2.5 Provide financial support and cost relief for seniors where possible
- 2.6 Increase inter-agency collaboration and resource sharing

Positive Engagement and Active Lifestyles

- 3.1 Increase the level of engagement of seniors in the community
- 3.2 Increase involvement of the business community in addressing seniors' needs
- 3.3 Introduce an intergenerational component to programs and services
- 3.4 Leverage technology as a lifestyle enabler for seniors

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 a Seniors Council be established as a permanent independent community entity, with Town, community and service provider representation, and charged with overseeing the ongoing development, implementation and monitoring of the Arnprior AFC plan.

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February 10, 2016

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 the 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 and approved by Town Council, which held a start-up meeting with the consultant on September 18, 2015. Steering Committee members are listed in Appendix A. A comprehensive needs assessment and consultation process was carried out in the fall with a draft report being submitted to the Community Development Advisory Committee on January 18, 2016. The final report will be presented to Council on February 22, 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, Arnprior Strategic Plan and plans from other agencies and organizations in Arnprior. Arnprior'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 211 service listings and websites and literature of 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 Arnprior 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, 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. Thirty-five on-line responses and 63 completed hard copy responses were received for a total of 98 responses. This sample size did not permit statistical generalizations; however it did reflect a representative cross-section of the Arnprior 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 Arnprior area a comprehensive six-page 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 responses from 14 different organizations were received representing a good representation of Arnprior 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 5, 2015 morning	Island View Retirement Suites	15
October 5, 2015 afternoon	Seniors at Home (Royal Canadian Legion)	9
October 6, 2015 morning	Arnprior Regional Health (Grove Nursing Home)	0/6*
October 6, 2015 afternoon	Grey Fish Swim Club (Nick Smith Centre)	45 part session 25 full session
October 7, 2015 morning	Arnprior Villa	16
	Total Participants→	91

** No participants showed up for the scheduled session, so information on the needs of this service group (24 hour support) was gathered through phone interviews with six Grove residents and family members*

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. Session notes were produced for each session 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 Arnprior, key trends, events and emerging issues, and comments and advice regarding the planning process underway. Twelve 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 Arnprior Public Library on Thursday, October 29, 2015 attended by members of the Steering

Committee, Town staff, service providers and a solid contingent of Arnprior seniors. Activities and deliberations included the following:

- Presentation and 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 Arnprior 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 28 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 November 2014 a final consultation loop to the community was achieved through the on-line and hard copy 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. Responses were received from six seniors, six family members and 10 service providers by the November 30th deadline. This was an important part of the stakeholder engagement process as it confirmed points of consensus around the nascent AFC strategy and action plan. Draft goals and objectives were then revised to reflect input from the discussion paper.

2.9 Implementation Planning Workshop

On Monday December 7, 2015 a half-day implementation planning workshop was held at Island View Suites and attended by about 25 service providers, Town staff and seniors. Participants reviewed the feedback from the discussion paper, 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.

In total the needs assessment and consultation process directly engaged about 150 seniors, 25 service providers, 15 family members and 30 members of the community through the interviews, community forum, discussion paper and implementation planning workshop.

It was particularly noteworthy that the needs identified were highly consistent across the stakeholder groups.

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 Arnprior:

<u>Strengths:</u>	<ul style="list-style-type: none"> Friendly small town atmosphere Scenery, green space and outdoor recreation Excellent existing programs and services for seniors Library, Nick Smith Centre and other facilities Local hospital Safe community Strong existing volunteers
<u>Weaknesses:</u>	<ul style="list-style-type: none"> Funding and resource constraints Shortage of long-term care beds Accessibility of downtown buildings and sidewalks Limited shopping and entertainment options Transportation challenges Appropriate, affordable housing for seniors Knowledge and awareness of existing services Volunteer recruitment challenges
<u>Opportunities:</u>	<ul style="list-style-type: none"> Downtown Revitalization Project Interagency collaboration and resource sharing Leveraging technology Leveraging community volunteers Engaging surrounding communities, businesses and developers Grants and other funding sources Intergenerational programming Senior's hub/drop-in centre
<u>Threats:</u>	<ul style="list-style-type: none"> Stability of funding Negative implications of waiting lists Growth/demand outpacing resources Financial pressures on seniors Increasing numbers of seniors with dementia Attitudes, stigma and resistance to change

Any initiatives undertaken as part of the Arnprior 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 Arnprior 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

“Entrance into churches and many stores do not even allow walkers to enter.”

“Not enough time to cross street on walk light. You take your life in your hands.”

“Lots of cracked pavement around Town.”

“Keep sidewalks more clear of snow and ice – old bones do not bounce.”

“I am glad to see the accessibility needs in the Town are being addressed by the plan.”
(Downtown Revitalization Plan)

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 posited a number of questions related to outdoor space and buildings. Findings appear below and clearly point to some issues around accessibility in the Town of Arnprior, with low ratings showing up on several items.

Outdoor Spaces and Buildings	<i>Rating out of 4*</i>
Public areas in Arnprior are clean and pleasant	3.2
Green spaces and outdoor seating are sufficient in number, well-maintained and safe	2.8
Services are situated in convenient locations	2.6
It is easy for seniors to get around as pedestrians	2.4
Buildings are accessible for handicapped individuals	2.2
Pavement and sidewalks are in good condition and free of obstructions	2.1
There are adequate lanes for bicycles and scooters	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

Focus group participants made a number of points that corroborated the findings from the community survey praising the natural beauty of the area with its parks, trails and beaches but raising concerns about accessibility of buildings, stores and the overall “walkability” of the Town. Accessibility was also one of the ten items on the services “wish list” created by focus groups 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 sidewalks, ramps and curbs	-	x	x
Expanded and accessible trails that are well maintained	x	x	x
Bicycle and scooter lanes	x	x	x

3.4 Transportation

“I still drive but I can see the hardship to many seniors who can’t.”

“Let’s have businesses step forward and offer some transportation solutions.”

“We need to coordinate and centralize the services we already have.”

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 with most ratings falling in the middle range.

Transportation	<i>Rating out of 4*</i>
Traffic signs are easy to read and understand	3.2
Parking and drop-off areas are conveniently located	2.9
Taxis are accessible and affordable	2.9
Affordable and accessible special transit is available for people who are disabled	2.8
There are good options for volunteer, shuttle or pooled driving	2.6

**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 commended the special transit service provided by Arnprior Braeside-McNab Seniors at Home Program Inc. (Seniors at Home) and liked the convenience of the shuttle buses available at the retirement homes. Those who drove reported that it was easy to get around Town and parking was readily available. However, seniors were concerned about the cost of taxis, weekend and evening scheduling gaps for special transit and the lack of satisfactory bus service to Ottawa. Transportation was a prominent item near the top of the wish list generated across all the focus groups.

Respondents who completed the service provider survey also identified special transit and volunteer, shuttle and pooled driving as 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 →	Well/Fit	Some Assistance	24 Hour Supports
<u>Transportation:</u>			
Expanded hours and availability of special transit	-	x	x
Additional volunteer and shuttle driving	-	x	-
More frequent out of town transportation	-	x	-

3.5 Housing

“We absolutely have to increase the number of long-term care beds in Arnprior.”

“Too many single people living alone in homes that are too big for them We need something to fill the gaps between own home, retirement homes and long-term care”.

“Seniors need to be first in line for low-income housing. Wait times are ridiculous.”

“We need creative solutions such as communal living centres for seniors where everyone shares cooking and upkeep.”

“We are a bedroom community without bedroom facilities.”

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 low ratings on all of the questionnaire items pertaining to housing in Arnprior.

Housing	Rating out of 4*
There are sufficient supports to keep seniors in their homes (meals, housekeeping, personal care)	2.3
There is an adequate number of retirement homes in the community	2.2
Sufficient housing appropriate to the needs of seniors is available in Arnprior	2.0
Affordable home maintenance and renovation services are available	2.0
There is an adequate amount of subsidized (rent geared to income) accommodation	1.9
There is an adequate number of long-term care beds in the community	1.6

*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

Findings from the service provider survey paralleled the community survey data, with providers identifying major gaps in home supports, affordable housing and long-term care beds. When asked to allocate hypothetical funding across different needs areas (housing, health care, transportation and recreation) they assigned the largest portion (35%) to housing.

Focus group participants corroborated the findings from the community and provider surveys and expressed concerns about the cost of retirement homes, lack of housing options, wait lists, and safety issues in mixed use subsidized seniors apartment buildings. Housing, and long-term care beds in particular, was the top item on their wish list.

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>			
More long-term care beds	-	-	x
Long Term Care (LTC) facilities upgrades and staffing increases	-	-	x
Appropriate and affordable housing options	x	x	-
Rent geared to income accommodation	x	x	-
House maintenance and renovation supports	x	x	-
More retirement homes	x	x	-
Facilities with a continuum of supports to facilitate "aging in place"	x	x	x

3.6 Social, Cultural and Recreational Opportunities

"We need more activities that bring seniors out of their home and don't cost a lot of money."

"Lots of seniors clubs but making friends is difficult because people always sit together and don't always welcome newer people."

"I would like to see more education opportunities in our town to keep our minds active and growing."

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	<i>Rating out of 4*</i>
Clubs and social groups offer a wide variety of activities of interest to older people	3.0
There are enough volunteer opportunities for seniors	3.0
Recreation facilities are meeting the needs of seniors	3.0
There are lots of ways to meet other seniors	2.9
Activities and attractions in town are affordable	2.8
There are enough educational opportunities for seniors	2.4
There are enough employment opportunities for seniors	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

Seniors groups, volunteer opportunities and recreation facilities in Arnprior received high ratings from the community survey respondents. Educational and employment opportunities received low ratings.

Service provider survey respondents identified the need for expanded recreation facilities and would allocate a relatively small amount (5%) of hypothetical new funding to this area.

Focus group participants spoke positively about programs at their retirement homes, community recreation opportunities, the Library, trails and the various clubs in Arnprior. Improvement suggestions included more daytime scheduling of recreation activities, transportation to events and better information about what is available. Many seniors referred to the need for a dedicated 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 →	<i>Well/Fit</i>	<i>Some Assistance</i>	<i>24 Hour Supports</i>
<u>Social, Cultural and Recreational:</u>			
Increased information about what is available	x	x	x
Drop-in Centre for seniors	x	x	-
Transportation to events and activities	-	x	x
Improved scheduling with more daytime events	x	x	-
Increased educational opportunities	x	x	x
Intergenerational programming	x	x	x

3.7 Health Care

“Arnprior needs a secure long-term care dementia facility.”

“We need to better coordinate our services and make sure people know about them.”

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 fall in the mid-range.

Health	<i>Rating out of 4*</i>
Most health care providers are aware and sensitive to the unique needs of seniors	2.9
There is an adequate range of medical services available in the community	2.7
There is a sufficient amount of information about health promotion	2.7
Services are easy to access and well coordinated	2.6
Health services are available when you need them	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 referred positively to family physicians (although some were retiring) and the availability of a good local hospital and local related medical services such as dental, pharmacists and therapists. Their largest concern was the need to

travel to Ottawa for specialist services. Service provider survey respondents flagged dementia care as a major service gap for seniors. They also pointed to the need for more interagency coordination and improved information about services available.

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>			
Increased in-home health care	-	X	-
More physicians and local specialists	X	X	X
Increased types of local diagnostic services	X	X	X
Health education and promotion	X	X	-
Supports to caregivers	-	X	X
Increased dementia supports	-	X	X
More/expanded mental health services	X	X	-

3.8 Other Community Needs

“All the community needs to remember and engage with due respect the efforts and work these citizens have done to build our society.”

“We need more stores, reasonably priced in convenient locations.”

“I wish people would stop calling me “Dear.”

“Seniors at Home does a great job. They are worthy of our support.”

“Financially a lot of seniors can’t afford the services they need”.

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 and other community attributes appear below.

Other	<i>Rating out of 4*</i>
Seniors are welcomed at community events, activities and settings	3.4
This is a safe and secure community for seniors to live in	3.3

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
There is adequate information about services and resources available to seniors	2.7
Decision making bodies welcome and use input from seniors	2.6
Cost-relief and financial support is available to seniors who need it	2.4
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. (Shopping appears to be an issue across all age groups in Arnprior.) Almost half 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 Arnprior as a safe, friendly and supportive community but complained of poor shopping, especially clothing and grocery stores. 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>			
Retail shopping choices	x	x	-
Entertainment options	x	x	-
Financial support and cost relief	x	x	x
Outreach to isolated seniors	x	x	x
Advocacy for seniors	x	x	x

3.9 Conclusion

The Town of Arnprior is already well advanced in achieving the eight WHO dimensions for Age-Friendly Communities, with many AFC related initiatives already underway.

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
2. <u>Transportation:</u>	Driving ease Existing services	Expanded special transit Out of town transit
3. <u>Housing:</u>	Existing LTC and retirement homes	More LTC beds and affordable housing options on a continuum
4. <u>Social Participation:</u>	Seniors groups Recreation opportunities	Educational options Information and cost relief
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 Participation in planning
7. <u>Communication and Information:</u>	Existing media and web links	Coordination and one-stop shopping
8. <u>Community and Health Services:</u>	Hospital and related services	Mental health and dementia supports

The next section describes the plan developed to address the findings from the needs analysis and move Arnprior closer to 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 Arnprior AFC plan are 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 Arnprior AFC plan and will guide its ongoing implementation.

4.2 Vision

A vision statement describes the “preferred future” of a community and its stakeholders. Participants at the October community forum engaged in a visioning exercise that identified the following elements of an AFC vision for Arnprior:

An open, respectful and inclusive community that respects and engages seniors through:

- Enhanced facilities and infrastructure that meet the needs of a growing seniors population
- A broad range of seniors focused services and supports
- A community culture that fosters positive engagement and active lifestyles

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

4.3 Goals

Fifteen goals emerged from the planning process addressing priorities related to infrastructure, services and engagement:

Enhanced Facilities and Infrastructure

- 1.1 Increase the supply of long-term care beds
- 1.2 Explore and build new and innovative seniors housing options that allow for progressive care and aging in place
- 1.3 Improve accessibility of buildings and outdoor spaces across the community
- 1.4 Increase transportation options for seniors
- 1.5 Encourage and support new retail development in Arnprior

Seniors-focused Services and Supports

- 2.1 Raise awareness and knowledge of existing available seniors' services
- 2.2 Expand services and supports for seniors living independently in the community
- 2.3 Grow social, recreational and educational opportunities for seniors
- 2.4 Expand and enhance health services for seniors
- 2.5 Provide financial support and cost relief for seniors where possible
- 2.6 Increase inter-agency collaboration and resource sharing

Positive Engagement and Active Lifestyles

- 3.1 Increase the level of engagement of seniors in the community
- 3.2 Increase involvement of the business community in addressing senior's needs
- 3.3 Introduce an intergenerational component to programs and services
- 3.4 Leverage technology as a lifestyle enabler for seniors

4.4 Linkages to Town Strategic Plan

The AFC goals were mapped against the seven broad "Vision 2017" directions that appear in the Town of Arnprior's current strategic plan. The resulting matrix appears below. It is clear that the two plans are highly compatible, particularly in the areas of infrastructure and service delivery. All 15 AFC goals could be easily mapped to priority areas in the Town's strategic plan.

An examination of the Recreation Master Plan and the Town Official Plan also revealed high compatibility.

AFC/Strategic Plan Linkages

AFC Goals →		Infrastructure					Services						Engagement			
		1.1	1.2	1.3	1.4	1.5	2.1	2.2	2.3	2.4	2.5	2.6	3.1	3.2	3.3	3.4
1.	Robust sustainable growth					x							x			
2.	Sustainable financial model		x								x	x		x		x
3.	Improved infrastructure	x	x	x	x	x			x	x						x
4.	Effective Service Delivery	x		x			x	x	x	x	x	x	x	x	x	x
5.	Town Centre/ Square			x		x										
6.	Workplace of Choice			x									x		x	
7.	Business Friendly		x		x	x							x	x		

5.0 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 December 2015. It is a preliminary draft and will be expanded and refined as AFC implementation proceeds.

Enhanced Facilities and Infrastructure

1.1 Increase the supply of long-term care beds

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
1.1.1	Advocate for new beds	Arnprior Regional Health	LHIN approval of additional LTC licences	Ongoing
1.1.2	Complete design of Grove redevelopment 96-bed facility	Arnprior Regional Health	Design drawings	2016
1.1.3	Provide additional health, transportation and home support services to individuals on LTC waiting list	Arnprior Regional Health Seniors at Home	Additional supports in place	2016
1.1.4	Construct new 96-bed facility	Arnprior Regional Health	New facility	2021

1.2 Explore new and innovative seniors housing options that allow for progressive care and aging in place

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
1.2.1	Review best practices and housing models in other jurisdictions	Seniors Council	Report	2017
1.2.2	Seek opportunities to combine with needs of those with developmental disabilities	Seniors Council L'Arch Arnprior Community Living Renfrew South Arnprior Regional Health	Partnership and collaboration agreements	Ongoing
1.2.3	Advocate to the County for funding for affordable housing	Town of Arnprior Arnprior Regional Health	Funds approved	2017

1.3 Improve accessibility of buildings and outdoor spaces across the community

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
1.3.1	Install chair lift and construct lower counters in Town Hall building	Town of Arnprior	Completed work	2016
1.3.2	Ensure AODA compliance for new and redeveloped trails	Town of Arnprior	Accessible trails	Ongoing
1.3.3	Conduct feasibility study of key areas of the Nick Smith Centre	Town of Arnprior	Completed review recommendation	2017
1.3.4	Promote improved accessibility of stores and businesses in Town	Town of Arnprior Chamber of Commerce	Retrofits and renovations	Ongoing
1.3.5	Complete Downtown Revitalization Plan	Town of Arnprior Chamber of Commerce	Rebuilt roads, sidewalks	2016-18

1.4 Increase transportation options for seniors

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
1.4.1	Integrate and coordinate existing transportation services	Seniors at Home Retirement homes RCDSB (school board) Local businesses	Expanded scheduling and equipment pooling	2016 ongoing
1.4.2	Investigate and pursue funding opportunities for expanded transportation	Seniors Council Seniors at Home Service Clubs	Identified funding sources	2016 ongoing

1.5 Encourage and support new retail development in Arnprior

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
1.5.1	Continue Town economic development and marketing initiatives	Town of Arnprior Chamber of Commerce	Implemented initiatives	2016 ongoing
1.5.2	Review/expand incentives to attract new businesses	Town of Arnprior Chamber of Commerce	Additional retail space	2016 ongoing

Seniors Focused Services and Supports

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

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
2.1.1	Disseminate information through identified community portals	Media Library Pharmacies Seniors groups 211	Electronic and print information	2016 Ongoing updates
2.1.2	Develop a single compendium of all services/agencies/contacts	Renfrew County Seniors at Home Seniors Council Town of Arnprior Other service providers	Consolidated information continually updated	2017

2.2 Expand services and supports for seniors living independently in the community

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
2.2.1	Advocate for additional funding of assisted living services	Town of Arnprior Arnprior Regional Health Seniors at Home	Resolution of support for Seniors at Home CCAC Funding	Ongoing
2.2.2	Expand housing maintenance, renovation and financial supports	Service Clubs	Additional supports	Ongoing
2.2.3	Seek opportunities to expand community paramedicine program	Renfrew County	Expanded program	2016-17
2.2.4	Explore mobile opportunities to take services to seniors	Seniors at Home Local businesses	Mobile services	2017
2.2.5	Outreach to isolated seniors	Seniors at Home Churches Seniors groups Arnprior Regional Health	Increased uptake of services and supports	Ongoing

2.3 Maintain and grow social, recreational and educational opportunities for seniors

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
2.3.1	Design programs to encompass visual, mobility and cognitive impairments	Parks and Recreation (Seniors outreach initiative)	Additional programming in accessible locations	Ongoing

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
2.3.2	Expand day programs	Parks and Recreation Grove Adult Day Program	Expanded programs	Ongoing
2.3.3	Expand educational offerings	RCDSB Library Willis College Algonquin College	Career, academic, life skill and special interest courses	Ongoing
2.3.4	Execute the Town Recreation Master Plan	Town of Arnprior	Implemented initiatives	Ongoing

2.4 Expand and enhance health services for seniors

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
2.4.1	Continue/expand health promotion and healthy living initiatives	Health Unit Family Health Team	Courses, programs and information	Ongoing
2.4.2	Attract seniors-related medical expertise to the Town	Arnprior Regional Health Family Health Team Town of Arnprior	Recruitment initiatives	Ongoing
2.4.3	Develop new hospice and expand palliative care	Arnprior Regional Health Service providers	Hospice and expanded programming	Ongoing
2.4.4	Expand services for seniors with dementia	Alzheimer Society Grove Nursing Home/ Adult Day Program Service providers		2016-17

2.5 Provide financial support and cost relief

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
2.5.1	Identify and communicate available subsidies, discounts and financial support program	Town of Arnprior Renfrew County Service providers Businesses	Information	Ongoing
2.5.2	Offer financial literacy training and advice	Willis College RCDSB Financial planners	Courses and information	Ongoing
2.5.3	Advocate for increased housing and social services subsidies	Renfrew County Housing and Social Services	Additional funding	2016

2.6 Increase inter-agency collaboration and resource sharing

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
2.6.1	Increase client referrals and cross information sharing	Arnprior Regional Health Family Health Team Seniors at Home CCAC Other service providers	Standardized forms and processes	2016
2.6.2	Pursue ongoing opportunities for collaboration and service consolidation	Arnprior Regional Health Family Health Team Seniors at Home CCAC Island View and Villa Champlain LHIN Other service providers	Partnerships and resource sharing agreements	Ongoing

Positive Engagement and Active Lifestyles

3.1 Increase the level of engagement of seniors with the community

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
3.1.1	Establish a Seniors Council	Seniors groups Seniors at Home Arnprior Regional Health Town of Arnprior Service clubs Businesses	Terms of Reference Membership	2016
3.1.2	Reach out and collaborate with seniors in surrounding areas	Seniors Council	Expanded seniors network	2016
3.1.3	Establish a seniors drop-in centre to serve as a community hub	Seniors Council	Feasibility and best practices analysis	2017
3.1.4	Develop and maintain an active volunteer network	Seniors Council	Increased numbers of volunteer	2017 Ongoing
3.1.5	Increase profile of seniors activities and accomplishments	Town of Arnprior Local media	Website, additional articles, social media traffic	Ongoing

3.2 Increase involvement of the business community in addressing senior's needs

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
3.2.1	Develop sponsorship opportunities	Seniors Council Chamber of Commerce	Sponsorships	2017 ongoing
3.2.2	Provide fact sheets and tools on seniors needs for businesses on seniors needs	Seniors Council Chamber of Commerce	Information and tools	2017
3.3.3	Offer training on seniors needs to retail and service staff	Seniors Council Service providers	Seminars and information sessions	2017

3.3 Introduce an intergenerational component to programs and services

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
3.3.1	Identify and modify programs where appropriate	Town of Arnprior Parks and Recreation Library RCDSB Service providers	Program changes	2016 ongoing
3.3.2	Utilize high school volunteer hours in service delivery to seniors	RCDSB Youth groups Student Councils	Volunteer services	2016 ongoing
3.3.3	Involve youth in educating/ assisting seniors with technology	RCDSB Youth groups Student Councils	Tutoring services	2016 ongoing

3.4 Leverage technology as a lifestyle enabler for seniors

<i>Strategies</i>		<i>Potential Partners</i>	<i>Deliverables</i>	<i>Timing</i>
3.4.1	Provide user friendly education on technology for seniors	RCDSB Willis College Library Cyber-Senior program Businesses Service providers	Courses and information	2016 ongoing
3.4.2	Simplify access/use of technology and social media for connecting and networking seniors and their families	Library Service providers	Increased technology uptake	2016 ongoing
3.4.3	Continually monitor developments in technology applicable to seniors	Service providers Library	Information and new applications	2016 ongoing

The Arnprior AFC plan consists of three priority areas, 15 goals and 50 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. A Seniors Council could fill this function and it is recommended that it be made a permanent community entity charged with overseeing the ongoing development, implementation and monitoring of the Arnprior AFC plan. This Seniors Council should be comprised of a proper mix of key community stakeholders involved in seniors services.

Functions of the Seniors Council would include:

- Ongoing communication of the AFC plan and its various initiatives to the Arnprior 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 content experts from Arnprior Regional Health, Arnprior-Braeside-McNab Seniors at Home Program, Town of Arnprior, community senior citizens and other key stakeholders. Community representatives should represent the three service/ability categories – well fit seniors, seniors requiring some assistance with activities of daily living, and seniors requiring 24-hour support.

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. Establish a Seniors Council and Develop a Terms of Reference.
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 should 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. Review 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 Arnprior AFC plan will be dependent on broad and sustained engagement of the Town, service providers and agencies, community member 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

Karen Deluca	Arnprior Public Library
Jane Dowd	Arnprior Accessibility Advisory Committee
Sandra Elliott	Senior Citizen Member
Eric Hanna	Arnprior Regional Health
Dennis Harrington	Seniors at Home
Robin Smith	Town Planner
Pat Shaw	Senior Citizen Member
Marjory Hyndman	Senior Citizen Member
Robin Smith	Town Planner
Kaila Zamojski	Deputy Clerk

Key Informants Interviewed

Glenn Arthur	Director of Recreation Services
Rebecca Gunning	Arnprior Villa
Rick Gwalchmai	Recreation Program Coordinator
Murray Hughes	Greater Arnprior Chamber of Commerce
Laura LePine	Renfrew County Social Services
Tracey Liebig	Alzheimer Society of Ottawa and Renfrew County
Lori Murdock	Renfrew County Housing
Mel Porter	Royal Canadian Legion
David Reid	Mayor of Arnprior
Jane Thacker	Neighbourhood Link Fountain
Jason Vincent	Island View Suites

Appendix B - Arnprior Age-Friendly Community Plan

Survey of Community Members

The Town of Arnprior is developing an Age-Friendly Community Plan with assistance from a grant received from the Ontario Senior's Secretariat. 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 March 2016.

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

Your answers will help us better understand the needs of older adults in Arnprior. Please complete this questionnaire no later than Monday, October 19, 2015. Your responses are anonymous and will go directly to the consultants assisting us with the project.

Based on 87 responses (32 on-line, 55 hard copy). Findings appear in bold italics.

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

<i>Decimal numbers represent ratings out of 4:</i>	<i>Agree Strongly</i>	<i>Agree Somewhat</i>	<i>Disagree Somewhat</i>	<i>Disagree Strongly</i>
Outdoor Spaces and Buildings	%	%	%	%
Public areas in Arnprior are clean and pleasant 3.2	33	56	8	2
Green spaces and outdoor seating are sufficient in number, well-maintained and safe 2.8	19	45	29	7
Pavements and sidewalks are in good condition and free of obstructions 2.1	7	28	35	29
It is easy for seniors to get around as pedestrians 2.4	10	38	33	20
There are adequate lanes for bicycles and scooters 1.9	8	18	30	44
Buildings are accessible for handicapped individuals 2.2	1	39	36	24
Services are situated in convenient locations 2.6	6	56	31	6
Transportation	%	%	%	%
Affordable and accessible special transit is available for people who are disabled 2.8	31	36	20	13
Traffic signs are easy to read and understand 3.2	35	51	15	0

Parking and drop-off areas are conveniently located 2.9	22	52	24	3
<i>Decimal numbers represent ratings out of 4:</i>	<i>Agree Strongly</i>	<i>Agree Somewhat</i>	<i>Disagree Somewhat</i>	<i>Disagree Strongly</i>
Taxis are accessible and affordable 2.9	29	44	18	10
There are good options for volunteer, shuttle or pooled driving 2.6	21	35	27	16
Housing	%	%	%	%
Sufficient housing appropriate to the needs of seniors is available in Arnprior 2.0	4	28	26	41
Affordable home maintenance and renovation services are available 2.0	5	31	25	39
There is an adequate number of retirement homes in the community 2.2	11	30	23	37
There is an adequate number of long-term care beds in the community 1.6	6	10	23	62
There is an adequate amount of subsidized (rent geared to income) accommodation 1.9	7	25	25	44
There are sufficient supports to keep seniors in their homes (meals, housekeeping, personal care) 2.3	9	38	28	25
Social and Recreational	%	%	%	%
Clubs and social groups offer a wide variety of activities of interest to older people 3.0	23	58	12	7
Recreation facilities are meeting the needs of seniors 3.0	22	54	16	7
There are lots of ways to meet other seniors 2.9	25	48	20	7
There are enough educational opportunities for seniors 2.4	13	39	27	21
There are enough volunteer opportunities for seniors 3.0	34	40	20	6
There are enough employment opportunities for seniors 2.1	7	24	38	31
Activities and attractions in town are affordable 2.8	20	48	23	9
Health	%	%	%	%
There is an adequate range of medical services available in the community 2.7	24	43	17	16
There is a sufficient amount of information about health promotion 2.7	15	49	24	13
Most health care providers are aware and sensitive to the unique needs of seniors 2.9	17	61	19	3
Services are easy to access and well coordinated 2.6	14	40	40	6

Health services are available when you need them 2.5	18	36	28	18
<i>Decimal numbers represent ratings out of 4:</i>	<i>Agree Strongly</i>	<i>Agree Somewhat</i>	<i>Disagree Somewhat</i>	<i>Disagree Strongly</i>
Other	%	%	%	%
This is a safe and secure community for seniors to live in 3.3	47	41	12	0
Cost-relief and financial support is available to seniors who need it 2.4	7	44	36	13
There is a good variety of shopping options for seniors 1.7	2	16	32	49
Retail and service staff are courteous and helpful to seniors 3.0	30	47	14	9
Seniors are welcomed at community events, activities and settings 3.4	54	38	6	1
Older people are recognized by the community for their past as well as their present contributions 3.1	41	36	18	5
There is adequate information about services and resources available to seniors 2.7	15	44	33	8
Decision making bodies welcome and use input from seniors 2.6	12	45	34	9

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

56% Yes -----> 2a. Please specify below:

44% No **Repeats of above items**

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

- 6%** Excellent
- 55%** Good
- 35%** Fair
- 4%** Poor

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

- 13%** Very informed
- 58%** Somewhat informed
- 24%** Not too informed
- 5%** Not at all informed

5. 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 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	33%	41%	26%
The geographic location of where the services are provided	29%	48%	23%
Transportation	31%	40%	28%
Physical mobility	30%	50%	20%
Stigma related to accessing some services	43%	46%	11%
The financial cost or out-of-pocket expenses to individuals	18%	35%	47%
Long wait lists/wait times	16%	40%	43%
Prohibitive admission criteria	41%	37%	22%
Lack of awareness of services	19%	55%	25%
Language or cultural differences	85%	12%	3%

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

Miscellaneous; repeats of above items

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

More housing; accessibility; recreation; in-home support; more services provided in Arnprior

8. Feel free to make any additional comments or suggestions:

Various comments reiterating above points

About You

Your answers to these questions will help us analyse the data:

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

- 76%** Older adult/senior
- 9%** Family member/caregiver
- 16%** Community citizen

Your age:

- 7%** Under 55 years
- 22%** 56 to 65
- 47%** 66 to 80
- 24%** Over 80 years

How would you describe your current circumstances?

- 77%** In good health and able to live independently without assistance.
- 23%** Require some assistance with activities of daily living
- 0%** Require 24 hour support

Where do you live?

- 82%** Arnprior
- 18%** Other (please state): **McNabb-Braeside**

How long have you lived here?

- 10%** Less than 5 years
- 17%** Between 5 and 10 years
- 36%** Between 10 and 30 years
- 37%** More than 30 years

Thank you for your assistance. Please return this questionnaire to the designated location or to the Town Hall. You may also mail it directly to the consultants at 100 Bronte Road, Unit 2, Oakville, ON L6L 6L5

Issued September 25 Closed October 19

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Appendix C - Arnprior Age-Friendly Community Plan

Survey of Providers

The Town of Arnprior is undertaking the creation of an Age-Friendly Community (AFC) Plan with assistance from a grant received from the Ontario Senior's Secretariat. 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 March 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 growing senior's population in Arnprior.

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 Arnprior. It will take about 20 minutes to complete. Findings will be presented at a community forum to be held in late October and used to set planning priorities.

Please complete and return this on-line questionnaire no later than 5:00 p.m. Friday, October 16, 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.

1. Please provide the following background information:

20 respondents from 14 different organizations

Necessary for possible follow-up. Your replies will be confidential.

Type of Organization: *Check all that apply*

- | | |
|---|-----------------------------------|
| 6 Home support | 3 Faith based organization |
| 1 Hospice | 1 Public health |
| 11 Health care | 1 Government |
| 5 Social services | 2 Retirement home |
| 6 Primary care | 3 Supportive housing |
| 5 Recreation | 7 Long-term care home |
| 5 Outpatient or outreach program (e.g. day program, assisted living) | |
| 3 Independent service provider such as a physician, therapist, etc. | |

Estimated percentage of your services that are provided to seniors/older adults (55 years and older): **69%** (average)

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

12 Well-fit seniors

11 Seniors requiring some support with activities of daily living

11 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 services and supports for seniors in Arnprior 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.*

Priority gaps shaded (5 for each service group)

		Service Group:		
Category	Service/Support	Well/Fit Seniors	Some ADL Assistance	24 hour support
Transportation	Special transit	2	5	5
	Taxi services	0	0	0
	Volunteer, shuttle and pooled driving	3	7	1
	Driver supports – signage, parking, instruction, etc.	1	2	0
	Active transportation: Pedestrian and cycling friendly environment	3	1	0
Housing	Home maintenance and renovation supports	5	3	1
	Affordable and accessible housing options	8	8	3
	Rent geared to income accommodation	5	6	2
	In-home supports – meals, housekeeping, personal support workers.	1	6	2
	Retirement homes	1	0	1
	Long-term care beds	1	2	13
Social and Recreational	Recreation centres	6	6	0
	Clubs and social groups	3	1	0
	Faith based organizations	0	0	0
	Arts and culture organizations	2	2	1
	Educational opportunities for seniors	2	0	0
	Volunteer opportunities for seniors	1	1	0
	Employment opportunities for seniors	0	0	0
	Parks and outdoor space	1	1	0

Category	Service/Support	Well/Fit Seniors	Some ADL Assistance	24 hour support
Health Care	Health education and promotion	1	1	0
	Primary care – family physicians, clinics	3	2	3
	Medical specialists	0	0	1
	Therapies – Physio, OT, etc.	0	2	2
	Pharmacy	0	0	0
	Dental, vision and hearing	0	1	0
	Foot care	0	0	0
	Dementia care	0	4	6
	Palliative care	0	1	2
	Mental health supports	1	2	2
	Addictions services	0	0	0
Other	Access to community information	1	0	0
	Counselling	1	0	0
	Supports for caregivers – respite, training, etc.	0	3	8
	System navigation	2	2	3
	Transition planning	2	3	3
	Retail services	4	3	2
	Safety and security programs	0	0	0
	Financial supports	3	4	2

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

9 Yes -----> 3a. Please specify below:

Drop in seniors centre; low income supports; 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	8%	75%	9%	8%
Coordination across programs and service providers	17%	50%	25%	8%
Providing flexibility and choice to seniors	0%	67%	25%	8%
Ensuring individuals receive the right services	9%	58%	25%	8%

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>
Ensuring individuals receive services in a timely fashion	17%	42%	25%	16%
Communicating information about services available	9%	58%	25%	8%
Identifying and responding to community needs	17%	67%	8%	8%
Having a positive impact on the lifestyle and well-being of seniors	18%	73%	0%	9%

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

Demand vs. funding; waiting lists; interagency coordination; lack of LTC beds; low awareness of services

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

0 Yes -----> 6a. Please specify below:

None identified

7. Assume that you have some new funding to distribute to the various services and supports for seniors in Arnprior. 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: 16%	Special transit	6
	Taxi services	1
	Volunteer, shuttle and pooled driving	3
	Driver supports– signage, instruction, parking	1
	Active transportation: Pedestrian and cycling friendly environment	5
Housing: 35%	Home maintenance and renovation supports	2
	Affordable and accessible housing options	4
	Rent geared to income accommodation	6
	In-home supports – meals, housekeeping, etc.	5
	Personal support workers	5
	Retirement homes	3
	Long-term care beds	10

		Amount
Social, Recreational, Educational, Wellness 14%	Recreation centres	5
	Clubs and social groups	2
	Faith based organizations	1
	Arts and culture organizations	1
	Educational opportunities for seniors	1
	Volunteer opportunities for seniors	1
	Employment opportunities for seniors	1
	Parks and outdoor space	2
Health Care: 22%	Health education and promotion	4
	Primary care – family physicians, clinics	5
	Medical specialists	1
	Therapies – Physio, OT, etc.	1
	Pharmacy	1
	Dental, vision and hearing	2
	Foot care	1
	Dementia care	2
	Palliative care	2
	Mental health supports	2
	Addictions services	1
Other: 13%	Access to community information	-
	Counselling	1
	Supports for caregivers – respite, training, etc.	3
	System navigation	2
	Transition planning	1
	Retail services	4
	Safety and security programs	1
	Financial supports	1
	Total:	100%

8. 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 is a concern in Arnprior:

	<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	10%	70%	20%
The geographic location of where the services are provided	36%	46%	18%
Transportation	9%	64%	27%
Physical mobility	0%	73%	27%
Stigma related to accessing some services	30%	60%	10%
The financial cost or out-of-pocket expenses to individuals	9%	64%	27%
Long wait lists/wait times	9%	36%	55%
Prohibitive admission criteria	50%	40%	10%
Lack of awareness of services	8%	75%	17%
Language or cultural differences	82%	18%	0%

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

Low literacy; dementia; outreach to vulnerable seniors; CCAC, communication among providers

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

Engage older adults; downtown accessibility; housing; senior's drop-in centre; supportive and adaptable housing; reduce paperwork; access vulnerable seniors; caregiver support; increase LTC beds

Thank you for your cooperation

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