

Municipality of Brockton



Report on
ACTIVELY ENGAGING OUR SENIORS

Assessing Needs and Gaps Towards a
Seniors Advisory Committee

Prepared by

Council on Aging Grey Bruce (COAGB)



March 2018

ACKNOWLEDGEMENTS

The information gathering, advertising and facilitation for the meetings was provided by the Municipality of Brockton with the in-kind facilitation support of the Council on Aging Grey Bruce (COAGB).

Many thanks go out to the community members who participated in the meetings in Walkerton, Marl Lakes, Chepstow, Pinkerton and Elmwood with a special thank you to Lynne Davidson, Rec & Wellness Programmer, Brockton Parks & Recreation Department as the lead coordinator for the set up and scheduling of workshop venues.

EXECUTIVE SUMMARY

The Council on Aging Grey Bruce (COAGB) engaged the communities of Walkerton, Marle Lakes, Chepstow, Pinkerton and Elmwood to conduct community information focus groups. The goal of which was to assess the needs and gaps in each of the respective smaller communities within the larger community of Brockton, establish a framework for a “Seniors Advisory Committee” in the municipality and to provide input towards an action plan for the development of an “Age Friendly Community” in the Municipality of Brockton.

The information collected at the meetings in Brockton will form part of the ongoing strategies of the newly formed “Seniors Advisory Committee”. This committee will review the notes that included the municipality’s strengths, opportunities and the gaps noted and collected in January and February 2018. This will be a beginning point in making recommendations to the Municipality of Brockton to form an action plan going forward in developing a more age friendly community. This information may also help determine community services and programs which may be enhanced, buildings and structures that may need support in use or physical change.

The community focus groups were facilitated by David Bradley and Wally Halliday of the Council on Aging Grey Bruce (COAGB) using the World Health Organization (WHO) framework and guidelines of the eight key elements of an “Age Friendly Community”.

These elements are:

- Outdoor Spaces and Public Buildings
- Transportation
- Housing
- Social Participation
- Respect and Social Inclusion
- Civic Participation and Employment
- Communication and Information
- Community and Health Services



An age friendly community applies to all ages and helps people stay healthy and active as they age and provides the much needed support for those who can no longer look after themselves. In a rural area such as Brockton, neighbours and friends as well as the municipality play a large role in ensuring these principles.

During the focus group process all of the WHO elements were explored by the community members in attendance. All comments were recorded for further consideration by the municipality and its Seniors Advisory Committee and follow this summary.

At this juncture the Council on Aging Grey Bruce (COAGB) would like to recognize all the people who attended the focus groups in Walkerton, Marle Lakes, Chepstow, Pinkerton and Elmwood and provided input into the information collected.

At the beginning of each focus group session David Bradley gave an overview of the Council on Aging Grey Bruce (COAGB) through the use of a slide presentation that is available to the community.

Wally Halliday then proceeded to walk the participants through the eight elements of the World Health Organization's framework generating feedback from participants at the focus groups.

Ros Brooks, Emily Powell, Doug Walsh and Jan Chamberlain compiled the comments and suggestions on flip charts for participants to view as well as to facilitate the compilation of all the notes for an Executive Summary for future use.

MEETING THE CHALLENGE

Our population is aging nationally, provincially, regionally and within our local communities.

We have a growing population of aging residents and transient families especially in rural areas. Aging residents create an opportunity as they wish generally to age in their respective community and contribute a vast volunteer base giving energy, expertise and financial resources to local endeavours and projects creating a vibrant community.

An aging population can also be a challenge as an older population requires more and better coordinated service. Challenges occur in the need for accessible transportation and housing that is generally single storied. Properties that are easy to maintain and services that meet holistic needs.

We therefore as a community focus back to the eight elements of **“WHO”**.

DEMOGRAPHICS

National: Canada

- Between 2006 and 2011 Canada's population aged 65 and over grew by 14%
- 2011 - Canada's population aged 65 and over was 15% and the first of the "baby boomers" turned 65
- 2016 - Canada's population aged 65 and over was 1 in 6 people (16.9%)
- 2026 - Canada's population aged 65 and over is projected to be 1 in 4 people, (23-25%)
- 2061 – Canada's population aged 65 and over is projected to be 24-28%

Regional: - Bruce County

Bruce County's current population demographics, as per the 2016 census, demonstrate higher rates of older adults, with about 1 in 4 residents being aged 65 and older. The Census data reported 24.1% of the population in Grey and Bruce were 65 and older, and this doesn't account for seasonal residents with a primary residence elsewhere in Ontario.

These rapidly changing demographics may create further needs for health services, transportation, social participation, employment opportunities etc. Through a dedicated effort to maintain the older population within the community their wealth of knowledge, volunteerism and financial resources may be utilized to further the community growth and vitality.

Brockton

Brockton's current population demographics, as per Statistics Canada, demonstrates a 2016 population age groups break down with the 0-14 age group @ 16.4%, 15-64 age group @ 61.5% and the 65+ age group @ 22.1% while the provincial average indicates 0-14 @ 16.4%, 15-64 @ 66.8% and the 65+ age group @ 16.7%. Therefore as you can see the Brockton 65+ age group is higher than the provincial average and expected to climb to 25% and higher in the coming years.



Brockton:

Brockton provides a wealth of opportunities for business, arts and recreational pursuits.

Rich agricultural lands, commercial and industrial outlets, the East Ridge Business Park and the Saugeen Municipal Airport offer appealing business opportunities. The Walkerton Clean Water Centre, a world class training facility for water system operators is located here.

Brockton is home to the largest natural wetland in Southern Ontario, the Greenock Swamp, and is nestled on the banks of the beautiful Saugeen River, popular with both anglers and canoe enthusiasts.

Elegant historical buildings grace the vibrant urban areas of Walkerton, Chepstow, Pinkerton, Cargill and Elmwood.

Scattered throughout the Municipality are recreation and park facilities to meet the needs of locals and visitors alike.

There really is something for everyone in the Municipality of Brockton!

AGE FRIENDLY THEMES – WHAT WE HEARD

During the focus group sessions the Council on Aging Grey Bruce members referenced the World Health Organizations (WHO) Global Age- Friendly Cities Guide which identifies eight aspects of community life. These themes intersect, overlap and interact to directly affect all ages and particularly older community adults. Discussions around these topics encouraged input and thoughtful feedback as people reflected on their own experiences.

Following are the overviews of the “**WHO**” themes, local observation and input received. Some key ideas are **bolded**

OUTDOOR SPACES AND PUBLIC BUILDINGS:



“WHO” SAYS- age friendly outdoor spaces are clean and pleasant, with green spaces and walkways (with separated bicycle paths), places to rest (including public toilets), accessible buildings and pavement, clustered services and safe roadways. These aspects of community amenities allow people of all ages and abilities, including older adults to have the opportunities to participate in everyday activities fully and in safety.

WE SAW that the focus groups were held in public and private buildings. Most were accessible. The parking spaces were adequate and accessible.

PEOPLE SAID that they have many wonderful hiking options in this region, but that there is limited accessible spaces with washrooms, benches and secure footing.

- *Public buildings and businesses are not accessible to paramedics with stretchers due to many older businesses and commercial buildings incorporating a quick turn at the entrance for draft protection.*
- *Handrails are not present in every public space*
- *Lighting is an issue that not only makes residents feel at risk of their footing but also makes residents feel less safe when out and about.*
- *Indoor walking tracks are absent in the rural area with some access in the local school for Walkerton residents therefore rural residents have to travel to a more urban facility to access indoor, accessible fitness options.*
- *Outdoor spaces are good for hiking, but not many walking spaces that are accessible, have washrooms, seating, etc.*
- *Remove dumpsters and similar obstacles from areas that should be used for easy access and parking to the building.*
- *Remove the raised sidewalks and curbs at entrance to public buildings, install ramps.*
- *In winter, roads are easier to walk on than the sidewalks but this causes another issue – SAFETY. Make the proper cleaning of sidewalks a priority.*

- *DO NOT put the clearing of sidewalks on the property owner as some seniors already have an issue clearing their own driveway / walkway.*
- *Sidewalks and store entrances are not accessible from parking spaces especially if you use a walker. Have the sidewalk cleaned to the street/sidewalk curb.*
- *Some stores do not have ramps or automatic door openers.*
- *Have walking paths and trails monitored and repaired as needed to prevent walking hazards.*
- *The logical access to the new subdivision (Brant Central) to eliminate traffic challenges would be to have two entrances. One at Bill Street and one towards Young Street. More input into planning to reduce traffic density at exits from new subdivisions.*

TRANSPORTATION:



“WHO” SAYS transportation, including accessible and affordable public transit, is a key factor influencing active aging in particular; being able to move about a community determines an individual’s level of social and civic participation and access to community and health services.

WE SAW that the focus groups were held in a central locations which would generally require transportation to reach except by Walkerton residents who may be able to walk within the town and could walk to the meeting. It was noted that most people drove.

PEOPLE SAID Communication between residents and service provider organizations is lacking. Some services are available but often people do not know it is there. E.G SMART transit and Health and Community support Services Programs. People are reliant, to a degree on family and neighbours, but are increasingly finding it harder to know their neighbours and know who is in need of help, or who can provide support. Getting to appointments outside the community can be a challenge. **211 is a great resource.**

- *“We need to advocate for support for those transportation services”*
- *“Family supports aren’t what they used to be, kids move away”*
- *“Is there any ability to use electronic means to access appointments? Like a home care appointment with skype to the specialists?”*

- We have “Saugeen Mobility”, “Home and Community Support Service”, and taxis. There is some confusion around “who is eligible for what service”?
- We have access to 211 but very few people know about 211. We need to get used to using it! Perhaps 211 can be advertised and explained more to the community.
- Transportation needs to be better co-ordinated.
- Would we be “Uber” friendly? We need more access to this kind of transportation.

HOUSING:



“WHO” SAYS there is a strong link between appropriate housing and access to community and social services in influencing the independence and quality of life of older people.

WE SAW people who attended the focus group are still living independently in their own homes.

PEOPLE SAID they want to have options for more senior friendly units. Residents were concerned about the proximity to a major employer, who recently announced staffing increases, and what effect that will have on housing prices. Generally, attendees were unaware of where they might find age friendly housing.

- Some attendees shared that they don’t know who to call, or who to trust for home maintenance services. Everything from getting help to change a lightbulb to major renovations were discussed. Some expressed an interest in learning more about home renovation tax credits, but didn’t know where to go to find that information.
- Concerns were raised that house sale revenue in small hamlets might not provide sufficient revenue to purchase age-friendly housing in other regions where the market is higher.
- Seniors want to be able to purchase, rather than rent, age friendly homes to ensure an investment for their heirs.
- There is not enough housing for seniors. There are waiting lists for up to two years.
- Is there property available for seniors housing in Walkerton?

- *We need access to affordable and accessible housing.*
- *We need more (and affordable) condos.*
- *More government regulations have, in some cases, made living in condos unaffordable. Fees keep going up.*
- *Rural meeting places needed for socials, cards, exercise, etc.*
- *Urban retirees coming to our area create concerns. They raise / inflate our rental markets and the price of housing. How can we take the pressure off?*
- *Need to attract builders who will meet the needs of seniors housing. Need changes to zoning and planning to advocate for senior housing options in new subdivision developments.*
- *Advocate at the Federal and Provincial levels of government for more affordable and /or geared to income.*

SOCIAL PARTICIPATION:



“WHO” SAYS social participation and support are strongly connected to good health and well-being through- out life. Participating in leisure, social, cultural and spiritual activities in the community, as well as with family allows older people to continue to exercise their competence, enjoy respect and esteem and maintain or establish supportive caring relationships. It fosters social integration and is key to staying informed.

WE SAW those gathered at the focus groups were familiar with the location and those around them. Some were not necessarily aware however of supports, activities and programs in places other than their own local community.

PEOPLE SAID reaching out to others in the community has been a challenge. Some had been in the community and active in clubs or boards for decades and had not experienced isolation. Reaching out to others and checking on them was historically the norm in this rural community, but some of this has changed. It was noted that some people preferred not to join community activities, and concerns were raised about how to reach out to them and ensure their safety.

- Churches are social centres but they are no longer well attended and some are not accessible.
- The Pinkerton church and facilities are maintained by a select few, concern that if they stop, this hub might become unsustainable.
- Because you have to drive to get anywhere, you don't see people from the community in the community.
- We need to find more ways to better communication in regards to available community activities in regards to card games, exercise, etc.
- The credit union / meridian had bulletin boards up until they did their renovations. Need this type of communication made available.
- Add senior's activities to all community bulletin boards.
- Brockton has a newsletter that goes out through social media, bulletins and newspapers. Still doesn't catch everyone.
- The community centre has bulletin boards downstairs. Should have some upstairs, at the elevator.
- Invite seniors to be involved in the Hospital Gala, Home Coming as volunteers etc. as these activities are unaffordable for some.
- An all season pool should be added to the future plans.

RESPECT AND SOCIAL INCLUSION:



“**WHO**” says community attitudes, such as a general feeling of respect and recognizing the role that older adults play in our society are critical factors for establishing an age friendly community. Building positive community attitudes involves fostering positive images of aging and intergenerational understanding. The extent to which older people participate in the social, civic and economic life of the community is also closely linked to their experience of inclusion.

WE SAW those gathered at the focus group were engaged and involved in their communities. They wanted to find ways to include newcomers to the community.

PEOPLE SAID the local aging population needs a community communication system to support social inclusion. There are people who are able to help out with things like snow

removal, pet sitting, transportation, house sitting, but how do we connect those in need and those who can help?

- *Most felt they are respected and included in their community.*
- *Some are concerned for those that do not participate that they may feel shy about stepping forward to participate and we need to find a way to include everyone.*
- *“Is there any opportunity to engage the high school community in participating in activities with older adults as part of their community service hours?” It was suggested that an interview with an older adult would provide a wonderful experience for the students.*
- *Seniors feel respected and valued and bring much knowledge to the community.*
- *Services such as pet sitting, snow removal, transportation and house sitting improves the feeling of inclusion.*
- *This feeling has improved a lot in the last couple of years.*

CIVIC PARTICIPATION AND EMPLOYMENT:



“WHO” SAYS many older retired people continue to provide unpaid and voluntary work for their families and communities. An age-friendly community provides options for older people to continue to contribute to their communities. Giving older adults a meaningful role in community development, providing opportunities for lifelong learning or creating interesting volunteer opportunities are all critical factors in civic engagement.

WE SAW most participants were interested in participating in community social and volunteer activities. We heard that some participate much more than others, and some may not know how or what the need is for participation.

PEOPLE said **engagement in the community is important** and that there are opportunities for volunteering. Perhaps there needs to be more talk about what is needed and available. There was also a need for the community to know that when they participate in volunteering or good neighbouring that they need to feel protected. They said they need information on liability and insurance when you volunteer to drive

someone, or shovel their walk, or even if they are helping you, what are the risks in terms of who is liable if injuries happen?

- *Older adults are/can be employed at Tim Hortons, Dairy Queen, driving for a volunteer drive program and the VON's Home at Last program.*
- *Housing, transportation and social inclusion are so closely linked to civic participation and employment for older adults.*

COMMUNICATION AND INFORMATION:



“WHO” SAYS staying connected with events and people and getting timely practical information to manage life and personal needs is vital for active aging. It is important to have relevant information that is readily accessible to older people with varying capacities and resources.

WE SAW that focus group participants felt there was a gap in accessing local information. Most participants were unaware of the “211” service.

PEOPLE SAID word of mouth, bulletin boards, local papers are seen as the lines of communication that is most direct and accurate. New communication systems in business often leave people behind although it is said that the senior population uses technology to its advantage as much as any other internet user group. This community reported that not everyone has a computer and not everyone checks them very often.

- *Newspapers are not as personal now, you used to read about who visited who, and now it's restricted by privacy acts.*
- *The old “party line” no longer exists so the “gossip” line to keep up to date on local news is gone.*
- *Not everyone has or wants a computer or to participate on social media to get their local news or notices of upcoming events.*
- *It's impossible to know your neighbours phone number, phone books either do not exist or the printing is too small to read. Some people no longer have landlines and use cell phones, i-pads, computer devices and social media for communication.*

- *People said they felt it is important to welcome newcomers to the community and to provide them with information that will answer their questions to help them integrate into the community and participate in social events.*
- *The Brockton Buzz is great. It contains general information monthly and goes to all residents. Need to get all community events listed in that newsletter.*
- *E-Buzz- Municipality may want to get it to everyone but not everyone has a computer or the skills to access social media.*
- *Provide a list of free advertising opportunities to all clubs and organizations.*
- *Find ways and means to motivate seniors and community members. Possibly something the Seniors Advisory Committee can work on to promote participation.*
- *Can the Municipality do a seasonal booklet with all the activities?*
- *Calling 211 provides a connection to talk with a real person who can help you find what is available in your community.*
- *Digital signs throughout the community advertising events, etc.*

COMMUNITY SUPPORT AND HEALTH SERVICES:



“WHO” SAYS Health and support services are vital to maintaining health and independence in the community. People are concerned globally with the availability of sufficient good quality, appropriate and accessible care. Experiences differ depending on different systems with very different expectations but nevertheless older people everywhere voice a clear desire for basic health and income support. Health care costs are perceived as too high everywhere and the desire for affordable care is consistently expressed.

WE SAW that those who attended the focus group were generally in good health. They had concerns over the availability of community support and health services and welcomed the support of the Brockton and Area Family Health Team. No one was particularly keen on travelling long distances to health care and specialist appointments in Owen Sound, Guelph, Kitchener/Waterloo or London.

PEOPLE SAID they have concerns around attending health care appointments alone, as it's difficult to remember the information. They also reported that they need the information written down, that health care providers shouldn't expect them to remember

all the information. Concerns were brought forward around the number of physicians in the area, and the challenge of travelling to specialists.

- *It makes for a long day when you have to travel to London / Toronto and other cities for appointments.*
- *People really appreciate the cardiac specialist who comes to Walkerton on Wednesdays from the city, so that patients don't have to travel as much.*
- *Need more services such as remote "Skype" specialist appointments facilitated through the local Family Health Team. At present some are held via "Skype" but it will be very advantageous to hold more so less travel to major cities for specialist appointments.*
- *Brockton residents reported that the family health team has a great team, with many allied health professionals from psychologists, to dietitians, to foot care specialists, etc.*
- *These residents are concerned that when cuts come to health care, they hurt the rural population first.*
- *Participants reported that they thought it was really positive that they have access to things like the good food box and meals on wheels.*
- *There is a need to support more services for health care at home so people can stay in their own home longer.*
- *Need more education so people are aware they can take someone into an appointment to take notes and help keep track of information.*
- *Need more affordable support for seniors in their homes such as personal services, cleaning etc. For many, these supports / services are not affordable.*
- *VON needs more volunteers for the "Home at Last" (HAL) program.*
- *Staff at the programs are volunteers and facilitate cards, crokinole, music, exercise, story sharing and snacks providing relief/breaks for family members.*
- *There are a lot of wonderful things happening in the community but we need to better connect with our partners to ensure accessibility to services and remove any duplication. (Action Agency = Brockton and Area Health Team)*
- *Bring more to the table (partners/collaborators) to make services "Top Notch"- Collaborative Impact! All agencies working together for one purpose, "make Brockton "First Class" in service provision for all residents.*
- *Incredible community support is here when we need it. The whole community rallied when we needed assistance for a "new to the community" family.*
- *There is still an urgent need for more Doctors in Brockton.*

General Comments:

At the end of the conversations people were asked to comment on the focus group experience.

Participants found the workshops very informative, pleased with the opportunity to provide input and felt very good about the whole experience of being asked to help develop the future for seniors in our community.

The Council on Aging Grey Bruce (COAGB) would like to thank all the participants and the Municipal representatives who attended both focus groups. It was a beginning point for the work that will be carried out over the next few months.

The COAGB representatives are happy to support your journey in any way we can. Please contact us by email or phone:

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cc: file

Addendum # 1: Walkerton workshop notes

Addendum # 2: Chepstow & Pinkerton workshop notes

Addendum # 3: Elmwood workshop notes

ADDENDUM # 1

Walkerton Workshop Wednesday January 24th, 2018

David Bradley welcomed everyone and gave an overview of the goals for the workshop and the history of the Council on Aging Grey Bruce including the “World Health Organizations” eight (8) principles of health. (see attached pamphlet.)

The Council on Aging Grey Bruce provides education and resources for seniors, their families and their caregivers to ensure that seniors have the tools and services to live independently and stay active.

- To voice and address the concerns of seniors in the area.
- To offer support and advocacy for challenges or inquiries regarding: community and health services, social and recreational activities, social inclusion, housing, transportation, outdoor spaces and buildings, employment and volunteering.
- To offer networking opportunities and resources.
- To provide an environment for knowledge exchange between stakeholders.

Wally Halliday lead the group of fourteen (14) through a feedback loop of the eight (WHO) principles as they relate to the Town of Walkerton.

Generally, the participants were very satisfied with the Town as it relates to the eight principles. The following comments and recommendations were noted however in each of the eight WHO principles.

Outdoor Spaces and Public Buildings:

An accessible community is one where people of all abilities, including older adults, have the opportunity to participate in everyday life fully and in safety.

Accessibility includes:

- Indoor and outdoor spaces, both publicly and privately owned, that an individual might use as part of their daily activities such as streetscapes, parks, grocery stores and pharmacies.
- The removal of barriers that limit opportunities for individuals with disabilities to participate actively in society or to access vital health and social services.

Areas for Consideration for Walkerton:

- Dumpsters at the community centre are sitting in areas that should be used for easy access to the building for parking.
- Remove the raised sidewalk/curb in front of the community centre. The step makes it harder to get into the building. Ramping this space might be better. The entrance to the elevator is ramped.
- In winter roads are easier to walk on than the sidewalks. Make the proper cleaning of sidewalks a priority.
- The new sidewalks are like walking on the road. Sometimes not safe- (Johnson Blvd)
- Sidewalks and store entrances are not accessible from parking spaces especially if you use a walker. Can we have the whole sidewalk cleaned right to the street/car door.
- Some stores do not have ramps or automatic door openers.

- The path/trail beside and behind the community centre that leads past the ball diamonds is rough and in need of repair. It is hard to walk on!
- The logical access to the new subdivision (Brant Central) to eliminate traffic challenges would be to have two entrances. One at Bill Street and one towards Young Street. I.e. input into planning to reduce density of exits from the subdivision.
- Must get to zoning meetings so that input into planning is on the public record.

Transportation:

Personal mobility and transportation options determine an older adult's mobility. Personal mobility is directly influenced by physical and mental health status, access to personal transportation and the proximity to important amenities.

- Mobility is directly affected by perceptions of safety, awareness of alternative transportation options.
- At a community scale, mobility is affected by quality and design of transportation infrastructure such as signage, traffic lights and sidewalks.
- Access to reliable, affordable public transportation is increasingly important when driving may become stressful or prohibitive.

Areas of Consideration for Walkerton:

- We have "Saugeen Mobility", "Home and Community Support Service", and taxis. There is some confusion around "who is eligible for what service"?
- We have access to 211 but very few people know about 211. We need to get used to using it! Perhaps 211 can be advertised and explained more to the community.
- Transportation needs to be better co-ordinated.
- Would we be "Uber" friendly? We need more access to this kind of transportation.

Housing:

For many older adults aging at home is desirable.

- Appropriate housing models offer a diversity of prices, styles, locations, proximity to services, universal design principles that stress flexibility and adaptability to support different levels of need.
- Modification programs for those residents who wish to remain in a home that is not suited to their future needs.

Areas of Consideration for Walkerton:

- There is not enough housing for seniors. There are waiting lists for up to two years. Wait list at Cayley.
- Is there property available for seniors housing in Walkerton?
- We need access to affordable and accessible housing.
- We need more (and affordable) condos.
- More government regulations have, in some cases, made living in condos unaffordable. Fees keep going up.
- We need developments that have common rooms/space. E.G Turner development, Old King property in Chesley, Chesley/Tara- Beitz and Stade.
- Can Brant have a common room included. A place to get together for socials, cards etc.
- Urban retirees coming to our area create concerns. They raise/inflate our markets and the price of houses. Now we cannot afford to buy or rent. Urban retirees are putting pressure on rural areas. How can we take the pressure off?

- We need building expansion. How do we attract builders who will meet the needs of seniors housing? (Talk to Southgate)
- We need changes to zoning and planning.
- Advocate at the Federal and Provincial levels of government for more affordable and /or geared to income.

Social Participation:

Social participation and personal relationships are distinct but integrally linked concepts that significantly affect an older adult's ability to age in place. Social participation is an important contributor to positive mental health and community awareness and it involves-

- The level of interaction that older adults have with other members in their community
- The extent to which the community itself makes this interaction possible.

Areas of Consideration for Walkerton:

- We need to find more ways to better communication in regards to available community activities. (Defined areas such as Sacred Heart cards = an average of 84 participants) How can we replicate this for other activities?
- The credit union/meridian had bulletin boards up until they did their renovations. Can they put them back up?
- Add senior's activities to all community bulletin boards.
- Brockton has a newsletter that goes out through social media, bulletins and newspapers. Still doesn't catch everyone.
- The community centre has bulletin boards downstairs. Can we have them upstairs, at the elevator too?
- Invite seniors to be involved in the Hospital Gala, Home Coming as volunteers etc.
- Exercise groups/carpet bowling are from 1-3 on Mondays and 10 -12 on Thursdays. Anyone can drop in anytime.
- A pool would be nice. Future plans.

Respect and Social Inclusion:

Community attitudes, such as a general feeling of respect and recognizing the role that older adults play in our society are critical factors for establishing an age friend community. Our shared attitudes towards aging can create significant social norms that may limit older an adult's capacity to achieve personal goals and maintain independence. Building positive community attitudes involves fostering positive images of aging and intergenerational understanding. It also requires you to recognize that older adults, as a broad demographic, share common experiences but their experiences may diverge in many ways.

Areas of Consideration for Walkerton:

- Seniors feel respected and valued and bring much knowledge to the community.
- This feeling has improved a lot in the last couple of years.

Civic Participation and Employment:

Older adults possess a wealth of knowledge and experience that is invaluable to community planning. Civic engagement includes an older adults' desire to be involved in aspects of the community beyond their normal daily lives such as volunteering, becoming politically active, voting or contributing to local councils.

In addition, remaining engaged in the workforce produces obvious economic benefits and security for an individual. It also benefits employers who recognize the advantages of engaging experienced older adults in the workforce.

Areas of Consideration for Walkerton:

- Older adults are/can be employed at Tim Hortons, Dairy Queen, driving for a volunteer drive program and the VON's Home at Last program.
- Housing, transportation and social inclusion are so closely linked to civic participation and employment for older adults.

Communication and Information:

Age friendly communities ensure that information about community events or important services are both readily accessible and communicated or delivered in formats that are appropriate and available to older adults. New communications technologies can increase access to important information about ongoing or required local initiatives to improve the daily lives of older adults. Age friendly communities recognize the diversity within the older adult population and promote outreach initiatives to non-traditional families, people from a range of ethno-cultural backgrounds, newcomers, and aboriginal communities.

Areas of Consideration for Walkerton:

- The Brockton Buzz is great. It contains general information monthly and goes to e.g. Marl Lake, Cargill etc.
- E-Buzz- Councillors want to get it to everyone. Not everyone has computer skills.
- Get a list of free advertising.
- How do you motivate seniors and other community members?
- Can the Municipality do a seasonal booklet with all the activities?
- 211- make a connection with a real person who can help you find what is available in your community.
- Can we have a sign like Mildmay for \$20.00 a month.
- Continue to email, put out in paper, talk it up- word of mouth, put in the Buzz and on the radio.
- Communicate but do not duplicate!

Community Support and Health Services:

Good mental and physical health is essential to quality of life and age friendliness.

Physical health includes the current state and self-awareness of an individual's general physical wellbeing, nutritional status and the presence or absence of chronic and acute conditions.

Mental health involves the status of older adults' cognitive functioning, such as memory and elements of emotional health, such as the presence or absence of feelings like confidence and self worth or anxiety and depression. All of these factors are key determinants of one's ability to socialize and engage in civic activities.

Areas of Consideration for Walkerton:

- We need more of and affordable help and support for seniors in their homes such as personal services, cleaning etc. For many these supports/services are not affordable.
- VON needs more volunteers for the "Home at Last" (HAL) program.
- For the Home and Community Support Services Program it is \$18.50 an hour for day away, housekeeping and transportation services.
- The day away program in Hanover is \$10.00 for the day and \$10.00 for transportation.

- Staff at the programs are volunteers and facilitate cards, crokinole, music, exercise, story sharing and snacks providing relief/breaks for family members.
- South West Local Health Integration Network provides funding to the Home and Community Support Services.
- There are a lot of wonderful things happening in the community but we need to better connect with our partners to ensure accessibility to services and remove any duplication. (Action Agency - Brockton and Area Health Team)
- Bring more to the table (partners/collaborators) to make services “Top Notch”- Collaborative Impact!
- Incredible community support is here when we need it. The whole community rallied when we needed assistance for a “new to the community” family.

ADDENDUM # 2

Chepstow & Pinkerton Notes Wednesday February 7th, 2018

Chepstow Workshop: 10:30 AM

“Communication Needs” – One person attended and she only found out about it the day before. Need to look at how events are communicated to the public.

Pinkerton Workshop: 1:30 PM (10 people attended)

Accessibility/Outdoor Spaces:

- Ambulance can't get in doorways of public buildings – (with stretchers)
- Handrails
- Outdoor spaces are good for hiking, but not many walking spaces that are accessible, have washrooms, seating, etc.
- Wheelchair accessible
- Improve lighting
- Indoor walking tracks
- Problem – sidewalks/indoor walking track – nothing for people living in small towns/hamlets

Transportation:

- Communication re: availability of transportation
- + support for transportation options (Home and Community Services etc)
- Family supports aren't the same as they used to be, kids move away.
- Can we have electronic communications in the home/community for health care appts requiring +++ travel??

Housing:

- More senior friendly units
- Ability to buy vs. rent
- Do the housing prices in rural Brockton, allow for sale, make afford age friendly housing which is currently available in +\$ communities ??
- Home maintenance services, don't know who to call/trust.
- Is proximity to Bruce Power going to make “western Brockton housing prices???”

Social Participation:

- Pinkerton – seniors group
- Facility for social events is maintained by select few, what if they stop??
- Not accessible
- Need opportunities for new people to join social events
- Drive everywhere so you don't see community members

Respect and Social Inclusion:

- Inclusion for newcomers
- Opportunity ?? high school community service paired with older adults
- Need for community communications system
- Increases social Inclusion:
 - Pet sitting need/offer

- Snow removal/need
- Transportation
- House sitting

Civic Participation and Employment:

- Some have more participation than others, too shy.
- Some may be unaware of opportunities, but willing and able to help/volunteer
- Clarification on insurance when driving someone
 - Are you liable when you help someone??
 - Are you liable when someone helps you & is injured??

Communication and Information:

- Newspapers – not as personal now, privacy act restrictions
- Social Media – not everyone has computer, - not everyone checks very often
- Hard to know neighbours phone numbers -> no phone books/land lines

Community Support Health Services:

- Need information written down
- Need to have another person with you
- Need to travel for specialists
 - Want more services for health care @ home
- Need more physicians
- Want more access to good food box, meals on wheels, etc.
- If you have tests done locally, they are always repeated in city??
- Some access to specialists (ie. Weds. In Walkerton – cardiac specialist)
- Concern that cuts to hospitals affect rural residents first >(less services at rural sites)
- FHT has great team & many allied health – psych, dieticians, chiropody, etc.

Addendum # 3

Elmwood Notes

Wednesday February 25th & Wednesday March 14th, 2018

Wednesday February 25th meeting, no attendance due to freezing rain warning, rescheduled to March 14th with the Elmwood Seniors Group at Elmwood Fire Hall to gather workshop notes. (24 people attended).

Outdoor Spaces and Public Buildings:

- Local senior's home had 1" – 2" rise just going through a doorway. Enough for a tripping hazard or difficulty for walkers/wheelchairs
- Hospitals have Dr. and Staff parking closer than patient parking?????
- Parking "pay terminals" are extremely awkward for patients with mobility issues
- Between the bank and the post office sidewalks are not cleaned all winter. Very treacherous walking through the deep snow or walk on road. This is dangerous!
- Make clearing of sidewalks a priority so don't have to walk on the road which causes a safety issue especially for children and seniors. Easier to walk on the road but more dangerous with all the traffic.

Transportation:

- Call a family or friends
- "If I didn't have friends, I would be stranded"
- Cancer society mentioned, but after Chemo treatments done – not available
- No knowledge of all transportation organizations or what each provides
- Some municipal assistance with Chesley bridge situation - SMART

Housing:

- Affordable housing units are up to \$1300+ per month and there is a long waiting list
- Need more suitable low income housing

Social Participation:

- No real comments.
- Lots of activities, if you can get there. Call a friend.

Respect and Social Inclusion:

- Some feeling that the **Experience** of older adults is not valued.

Civic Participation and Employment

- Agreement that seniors fill most of the volunteer positions
- No comments on employment

Communication and Information:

- People do not read the papers thoroughly and miss important announcements and events.
- Inundated with information and scan versus READ
- Communication needs improvement

Community Support and Health Services:

- Lack of PSWs in nursing homes – numbers and personal time reduced.
- Story of Scam Victim – unbelievable stress imposed.