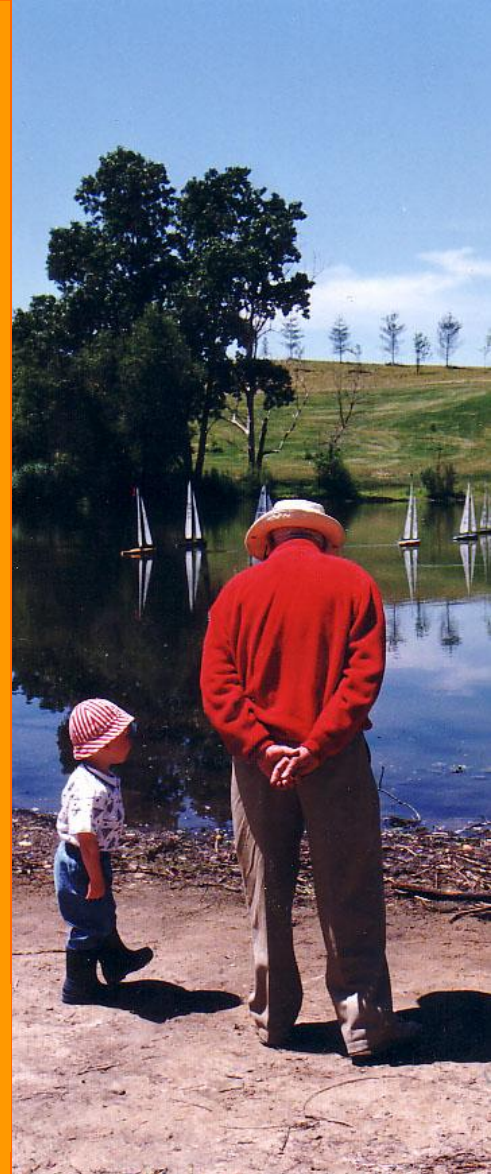


# AGE-FRIENDLY WINDSOR



**Report to the Community**  
Environmental Scan of Age-friendliness  
Age-friendly Windsor Project  
June 2012

Prepared by: J. Cadarette, C. Southward



## LETTER FROM THE CHAIR

Dear Mayor Francis and Councillors:

The Senior Advisory Committee (SAC) is pleased to present to you its “Age-friendly Windsor Project: First Report to the Community”.

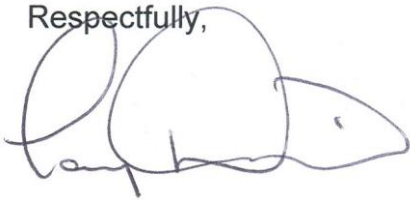
We are pleased that the ‘Report’ is generally positive, with few deficiencies across the WHO checklist of eight domains. SAC intends to present these findings at a Community Open House in Windsor in Summer 2012.

The outcome of the Seniors’ Forum will form the basis of a ‘Three to Five Year Action Plan’ underlying Windsor’s commitment to being an age-friendly community, indeed a ‘City for All Ages.’

SAC’s mandate to consult and promote healthy aging within the Age-friendly Communities model, complements our objective to establish Windsor as Canada’s premier retirement destination. This is consistent with Windsor City Council’s Priorities for 2010-2014.

SAC thanks the Mayor, Council and City Administration for their continuing support. SAC acknowledges and thanks fellow member, Jill Cadarette and resource person, Celia Southward, as the two principal research investigators for our AFC project.

Respectfully,



Larry Duffield  
Chairperson,  
Windsor Seniors Advisory Committee





## LETTER FROM PROJECT LEADS



Dear Fellow Windsorites,

Well, what an exciting few years it has been! Celia and I want to take this opportunity to thank the Windsor Seniors' Advisory Committee for entrusting us with such an important project. While we never claimed to be the world's foremost researchers or gerontologists, we certainly do have a passion for what we do and for whom we do it.

As a population of more than 210,000 (2011 census data), Windsor is small enough that you get to know your neighbours and large enough to feel the impact of our age. We are all getting older. In fact, according to 2006 census data, 1 in 4 of us is currently over the age of 50. As a result, the Age-friendly Windsor Project was born, officially, in 2010 when the Windsor Seniors' Advisory Committee applied for and received funding from the New Horizons for Seniors Program. That funding provided the jumpstart needed to begin a bottom-up approach to creating a more age-friendly Windsor.

You will find this report answers many of the questions you may have about our project. We have tried to make it as user-friendly as possible and hope we have succeeded in doing so. It has truly been a home-grown effort right down to the writing and editing of this report. The data collected within the report comes from Windsorites. The ideas generated and recommendations made are with new and existing Windsorites in mind. The partners we use to develop action plans down the line will be stakeholders in Windsor. In short, the Age-friendly Windsor Project and this accompanying report are as grass-roots as you can get – as it is meant to be!

We are eagerly anticipating our next step, which is to develop a 3-5 year age-friendly action plan based on the findings in this report. We welcome the opportunity to continue working with members of the public and community stakeholders as the project gains momentum within our great City.

Yours truly,

A handwritten signature in black ink, appearing to read 'Jill Cadarette', with a large, stylized flourish at the end.




**Jill Cadarette**  
Project Lead – Community  
Canadian Mental Health Association

A handwritten signature in black ink, appearing to read 'C Southward', written in a cursive style.

**Celia Southward**  
Project Lead – City  
City of Windsor – Dept. of  
Recreation and Culture



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## GLOSSARY

**AFW** – Age-friendly Windsor project. A subcommittee of the Windsor Seniors Advisory Committee.

**AMO** – Association of Municipalities of Ontario

**Global Network** – World Health Organization’s Global Network of Age-friendly Cities, of which Windsor, Ontario, Canada is awaiting membership.

**SAC** – Windsor Senior Advisory Committee. A committee of volunteers comprised of mature Windsorites and representatives of organizations serving older adults. The role of this committee is to serve as a communication link between The Mayor and City Council and the interests of mature Windsorites. The AFW project is a project of SAC.

**Stakeholder** – A representative of an organization, agency, municipal department, business, or group who has decision-making power and a vested interest in one or more of the areas identified in the WHO Checklist.

**WHO** – World Health Organization.

**WHO Checklist** – World Health Organization’s Checklist of Essential Features of an Age-friendly City. It is the tool used to begin assessing a city’s age-friendliness.





# 1. INTRODUCTION

The initial concept of Global Age-friendly Cities project was developed by the World Health Organization in 2005. It is widely acknowledged that the world's population is getting older. Increased life expectancy and the vast numbers of people who comprise the Baby Boomer generation are two of the primary reasons. As we age and our needs change, our cities, in order to remain desirable places to live, must change along with us.

The World Health Organization conducted a study of 33 cities in 22 countries and asked focus groups of older citizens to “describe the advantages and barriers they experience in eight areas of city living” (WHO, 2007). In 2007, the results of this survey were compiled into a document entitled *Global Age-friendly Cities: A Guide*. In addition to the guide, the World Health Organization created a Checklist of Essential Features of Age-friendly Cities. The checklist is meant to be used by cities as a standard against which a city can measure its age-friendliness across 8 domains of city life with the hope that survey results will be used to create improvement plans.

## **Windsor is a Leader**

The Association of Municipalities of Ontario (AMO 2011) addressed how the changing demographics will impact Ontario municipalities, especially the healthcare system and long term care. In the report, Windsor is credited for leading the charge in a few innovative practices such as the establishment of a Seniors' Advisory Committee as a Committee of Council, creating a task force designed to assess Windsor's future need for Long Term Care beds and partnering with other community funders like the United Way and the Local Health Integration Network to provide funding for Centres for Seniors.

The report went on to state that creating an aging strategy or action plan, given our future demographics, is:

***“probably the most important policy discussion that needs to be undertaken immediately.***

***We owe it to our citizens who are also our taxpayers”.***

- AMO, *Coming of Age: The Municipal Role in Caring for Ontario's Seniors.*

The report warns municipalities that it is “absolutely essential that work begin” while we still have “a choice of either driving the train or being run over by it”.



## 2. FREQUENTLY ASKED QUESTIONS

Throughout the study, we received many questions from members of the public, local politicians, stakeholders and other interested Windsorites. Here, we've asked and answered a few of the more common questions.

### **Q. What is an age-friendly city?**

A. The World Health Organization defines an age-friendly city as one that encourages active aging by optimizing opportunities for health, participation and security in order to enhance quality of life as people age (WHO, 2007). What that means, is that all older people, regardless of ability, need or capacity, should not only be included in all aspects of community life but be recognized for the valuable contribution they make.

### **Q. Is Windsor age-friendly?**

A. Although Windsor has many of the characteristics of an age-friendly city according to the World Health Organization's Checklist of Essential Features of an Age-friendly City, no city can be deemed truly age-friendly. The reason for this is because age-friendliness is not a destination or an end state. It is a process of continual improvement. So, although Windsor cannot be designated an age-friendly city, it will continually work towards the enhancement of its age-friendliness and is awaiting designation as a member of the WHO Global Network of Age-friendly Communities, a network of like-minded cities in support of each other.

### **Q. Won't these age-friendly projects cost taxpayers a lot of money?**

A. No. The Age-friendly Windsor Project is designed to help decision makers spend existing funds in a more age-friendly way. No additional funds have been requested. However, if grants are available to assist with the funding of age-friendly initiatives (i.e. New Horizons for Seniors Program funding, Trillium Foundation funding), groups are encouraged to apply for said funds and are welcomed to seek the input of Age-friendly Windsor Project representatives.

### **Q. At what age is someone considered an "older adult"?**

A. Many organizations are required to choose a defined age at which they consider one an older adult. This age can be based on many factors. However, the Age-friendly Windsor Project seeks to be inclusive of people of ALL ages and has no need to define specific chronological age to designate older adulthood. The survey conducted as part of this project asked participants to state their age within given ranges and was not limited to people over a certain age.

### **Q. "Older adult" vs. "Senior"?**

A. Everyone seems to have a different opinion on the most appropriate way to refer to a person in the second half of life. Golden Ager, Senior, Elder, Older adult, Mature, Boomer, etc are all examples. We've chosen not to choose sides, here, and alternate our usage primarily between older adult and mature adult. Many times there is no need for an age-defining label and so none is used.

**Q. Why focus on older adults? Why not parents with young children, people living with disabilities or another group?**

A. As a person ages, they are more likely to experience health changes and physical limitations that present challenges to their enjoyment and full engagement within their community. As such, they are more likely to be excluded from full participation. A city who meets the criteria set out in the WHO Checklist, while focusing on the barriers experienced by many older adults, will also be friendly to those of any age.

For example, The Checklist advocates for accessible busses. Older adults who use assistive devices to get around will benefit from this change. As well, a teenager with disabilities or a young mother pushing a stroller with small children in tow, will also benefit from the extra space afforded on accessible city busses.

**Q. What is the purpose of this report?**

A. The Age-friendly Windsor Project is meant to be a bottom-up approach to enhancing the age-friendliness of our city. It starts with people and ends with decision-makers. We recognize that Windsor has many age-friendly assets but that every city has opportunities for improvement. By way of this project, Windsor residents have begun sharing their opinion with us and this report acts as a conduit to assist in making that opinion known to whoever desires it. While we know our City administration is interested in the results so it can begin preparing an Age-friendly Windsor Action Plan, other groups, agencies, businesses and organizations will also have interest in the information as it helps better inform their operations.

**Q. Who will use this report?**

A. The opportunities for improvement listed throughout this report are meant to be used by City officials and Community partners alike. Stakeholders and decision-makers within city administration and within various departments may use this report to help inform their decisions. Additionally, community agencies, businesses and groups may use it to make age-friendly improvements to their work. Non-profit groups may use it as support for grant applications. Members of the general public may use it to engage in age-friendly grass-roots endeavors.

**Q. I know of an age-friendly project happening in Windsor. Is there someone I should tell about this?**

A. Yes! Part of Windsor’s commitment to the WHO as a member of the Global Network of Age-friendly Cities is to log and document age-friendly initiatives happening within the City, regardless of the group(s) responsible for their implementation. To report an age-friendly initiative, contact:

***Chair, Seniors Advisory Committee***

*c/o Council Committee Coordinator*

*City of Windsor*

*P.O. Box 1607, Windsor, Ontario, N9A 6S1*

*PH: 519-255-6222 OR, if calling from Windsor: Dial 311*

*[www.windsorseniors.com](http://www.windsorseniors.com) OR [www.citywindsor.ca/002436.asp](http://www.citywindsor.ca/002436.asp)*

### 3. METHODOLOGY AND PROCESS

In 2010, the New Horizons for Seniors Program granted \$24,425.00 to the Windsor Seniors Advisory Committee towards the completion of an initial community assessment of age-friendliness. The work of the grant, intended to take place over the 2011 calendar year, included the following elements.

#### **PART 1 – Public Consultation**

The WHO's Checklist of Essential Features of Age-friendly Cities was the tool used to survey Windsorites over the course of the summer and fall of 2011. In addition to the items found on the WHO Checklist, survey respondents were asked a series of demographic questions. A total of exactly 200 surveys were completed and returned. The surveys were completed during 20 focus groups held at a variety of venues, including:

- Publicly advertised groups open to the public from each ward.
- Senior apartment buildings.
- Long term care residents
- Senior Centres
- Senior social groups
- Individual surveys conducted with home-bound older adults with the assistance of social workers at a partner agency.
- Workplaces

Focus groups utilized electronic voting software. Participants were given instructions about how to use their electronic voting buttons and were given assistance when needed. Facilitators read each statement from the Checklist, aloud, as it was displayed on a projection screen. Participants were given several seconds to register their votes. Facilitators did not move on to the next statement until all participants had an opportunity to register their votes. In addition to voting, comment cards were distributed and participants were encouraged to leave comments regarding any of the items in the survey. Comments were collected and form the basis of the summaries that follow.

Some survey respondents manually completed the survey without attending a focus group. Survey respondents not present at a focus group, were required to complete an informed consent statement indicating their consent to participate in the survey.

#### **PART 2 – Stakeholder Consultation**

Stakeholders from various sectors were invited to attend focus groups aligning each of the eight domains of city life identified in the WHO Checklist. A total of 61 participants attended. Comments and anecdotal information was collected for use in later project planning. Information collected during the public consultation was shared with Stakeholders to serve as a foundation for discussion.

#### **PART 3 – Report to the Community and Application to the Global Network**

This report represents a summary of the findings from part one. Following this report, our application to the WHO Global network will be submitted as this concludes our environmental scan of age-friendliness, part one of the Age-friendly Process outlined by the WHO.



### **DEMOGRAPHICS – Who we asked.**

An attempt was made to involve older adults from all wards. The majority of respondents hailed from Wards 1 (25%) and 2 (20%). The remaining 55% were scattered among the other eight wards with the fewest coming from wards 8, 9 and 10 with 4% in each. A large majority of respondents identified themselves as female (73%) and English-speaking (93%). The age distribution of respondents was varied. The majority were 60-69 years of age (37%) followed by 70-79 years (24%), 59 or younger (18%), 80-89 years (11%) and 90 years and better (9%). The majority of respondents lived with someone else (66%). One half of respondents (50%) live in a house, 25% live in a condo/apartment, 16% lived in a Long Term Care home and the remainder in other forms of housing. A fairly independent group, 65% of participants do not use a mobility device (i.e. cane or walker) while the remaining 35% do need mobility assistance.

## **4. THE RESULTS – What we were told.**

The Age Friendly Windsor Committee heard many positive things about Windsor as a place for older adults. The residents who participated in this research indicated that there are a lot of great things about living in Windsor. As well, there are some things to consider making Windsor a better place to live. In the present report, each domain is discussed in detail with a summary of anecdotal and survey information along with survey results in chart form.

### **A BIT ABOUT THE RESULTS**

The checklist contains 82 statements. Survey respondents were asked to agree or disagree with each statement of Windsor's age-friendliness. If they were unsure, they were asked to select "Don't Know".

Items shaded in **GREEN** indicate more than 50% of respondents **AGREED** with the statement. Items shaded in **RED** indicate more than 50% of respondents **DISAGREED** with the statement. Items shaded in **BLUE** indicated more than 50% of respondents were unsure. Items shaded in **YELLOW** found answers **EQUALLY SPLIT** between the two highlighted responses.



## A. OUTDOOR SPACES AND BUILDINGS

Outdoor spaces are the places in our community that are for everyone to use. This includes outdoor environments like parks and sidewalks, and indoor facilities such as public buildings, libraries, recreation facilities and public washrooms.

These areas impact on our mobility, influence our independence and affect our ability to age at home. Without a variety of services in each neighbourhood with the means to get there in a safe manner, lifestyle declines relative to quality daily activities. Some wellness options may be out of reach for some.

<p><b>Opportunities for Improvement</b></p>	<ul style="list-style-type: none"> <li>• Poor pedestrian safety</li> <li>• Lack of accessibility</li> <li>• Snow removal</li> <li>• Inadequate signage</li> </ul>	<ul style="list-style-type: none"> <li>• Safety</li> <li>• Lack of washrooms</li> <li>• Litter, graffiti</li> <li>• No sidewalks</li> </ul>
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### What Windsorites told us about Outdoor Spaces and Buildings

The respondents felt strongly that public areas in their wards are clean and pleasant with sufficient outdoor seating. Windsor prides itself on its parks system with ongoing development and enhancements being increased every year. However, public washrooms that are available and open year round are few in number. There are many benches in the parks provide rest areas for visitors. Most knew of the cycle paths and trails in Windsor to separate pedestrians from the cyclists. Outdoor safety is promoted with proper signage.

The Downtown area only has 3 public washrooms. More are needed that are accessible, clean and well-maintained. While the sidewalks are well-maintained, the sidewalk cafes encroach on the amount of room available for passing along the route. Some do not have drop curbs and are not non-slip. In older sections of the city, sidewalks are not wide enough to permit the passage of 2 wheelchairs. It is generally felt that outdoor safety is promoted. For the most part the street lighting is good with visible police patrols. Deterrents to visiting the downtown area may be caused by smoking, graffiti and litter along with empty store fronts.

**“Is it possible that the sense of value might be able to convince businesses to partake in this project and take advantage of the opportunity?”**  
 - Survey respondent

Many comments were received regarding the lack of visual and audio cues at intersections to permit persons with different ability levels to cross in the sufficient



time. Respondents are concerned that drivers do not give way to pedestrians at intersections. The road signage at intersections should be in larger print and on each street corner. They are very hard to see when only one side of the road has a sign. It is not seen until half way through the intersection.

**“Stores like Rona/Home Depot – can they supply contractors or people to install kits to make washrooms accessible – this would be a great business opportunity.”**  
- Survey respondent

When discussing public buildings, the respondents felt that improvements need to be made in the customer service areas. Not all buildings have separate lines, lower counters or chairs for customers to wait for service. In some cases it is difficult to read the addresses on the outside of the buildings, if they exist at all. Signage inside could also be better. Not all of the accessibility features are available in each building. Some of the older buildings do not have public washrooms, ramps, and non-slip floors.

Parking is an issue in the downtown area and in neighbourhoods where designated resident parking is enforced. With both the University and College expanding their respective campuses into the downtown area, parking will be at a premium. Accessible parking spots are not wide enough to allow the doors to open without hitting the vehicle beside them.

Many Windsor seniors drive their own vehicles. This may reflect on a one stop shopping opportunity in the big box areas because of convenience. In the suburbs, areas do not have amenities close to their residence. Malls provide a wider selection and pricing, clean washrooms, restaurants and protection from the elements. Both Devonshire and Tecumseh Malls were identified as great places for seniors, the former for its walkability and personal service from independent merchants, the latter for its specialized services and opportunities to get together.

## The survey results from participants.

<b>OUTDOOR SPACES AND BUILDINGS</b>		<b>AGREE</b>	<b>DISAGREE</b>	<b>DON'T KNOW</b>
Public areas in your ward are clean and pleasant.				
Parks and outdoor seating are sufficient in number, well-maintained and safe.				
Sidewalks are well-maintained, free of obstructions and reserved for pedestrians.				
Sidewalks are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.				
Pedestrian crossings are sufficient in number and safe for people with different levels and types of ability, with non-slip markings, visual and audio cues and adequate crossing times.				
Drivers give way to pedestrians at intersections and pedestrian crossings.				
There are cycle paths that are separate from sidewalks and trails.				
Outdoor safety is promoted by good street lighting, police patrols and community education.				
Special customer service arrangements are provided such as separate lines or service counters for older people.				
Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.				
Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.				

- = Majority of respondents agreed with the statement.
- = Majority of respondents disagreed with the statement.
- = Majority of respondents did not know enough about the statement to choose.
- = Two options had an equal number of responses.



## B. TRANSPORTATION

Transportation includes walkability, biking, public transportation, private or non-profit transportation, roadways, and parking. Providing a variety of available, affordable and accessible means of transportation is a key to supporting the mobility, activity and participation of older adults.

<p><b>Opportunities for improvement.</b></p>	<ul style="list-style-type: none"> <li>• Affordability of taxis</li> <li>• The courtesy of taxi drivers</li> <li>• Road maintenance and lighting</li> </ul>	<ul style="list-style-type: none"> <li>• Key areas of city not well-served by bus routes, especially outlying areas</li> <li>• Limited bus service on evenings, weekends, and holidays.</li> </ul>
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### What Windsorites told us about Transportation.

The majority of survey respondents indicated they use public transportation rarely or never although it was generally acknowledged that public transportation options are a key factor in being able to enjoy all that Windsor has to offer. That said, the lack of awareness associated with some of the statements related to public transportation can be accounted for by the associated lack of need by our respondents. All focus groups were held in locations close to bus routes to facilitate the ability of people to participate.

Respondents had mixed reviews about Windsor’s bus system. Some felt older buses are well-maintained. The limited availability of kneeling busses was also brought up. Many people felt that, although bus service during the working day was sufficient and frequent, the reduced schedules on evenings, weekends and holidays presented a significant barrier. It was also suggested that a coordinated transportation system would allow residents of surrounding municipalities to shop, dine and access services in Windsor. Some thought the winter months presented more of a challenge to would-be bus users. During these times, snow and cold

temperatures create situations where busses are inaccessible due to mounds of snow at curbsides. As well, standing for periods of time without a bus shelter for protection from the elements can be, at the least, uncomfortable and, in some cases, unsafe. Respondents suggested better/clearer signage regarding fares.

**“Windsor has good bus routes that drop you off at the curb in front of stores but many stores have such huge parking lots that I’m tired by the time I reach the front door.”**  
 - Survey Respondent

Reference was made to other Ontario cities as a model for what Windsor could accomplish. One respondent mentioned a public transportation website where riders can enter beginning and ending destination addresses which will then generate all the appropriate bus route schedule information. This would benefit tourists to our area. Another respondent mentioned that some cities with heavy pedestrian traffic situate businesses and big box stores next to the road where busses can drop passengers near the front door. Parking lots are located behind the stores. This prevents pedestrians from having to traverse large parking lots prior to entering a store.

Pedestrians among the respondents felt there were many cyclists using sidewalks as a safer alternative to roads that don't have cycle lanes. Consequently, the sidewalks become unsafe. Increased numbers of roadways with cycle lanes are preferred.

The majority of respondents remarked positively about the flow of traffic in and around Windsor. Although there are some areas of the city which become busy during rush hour, it was generally accepted that traffic flow is good. However, respondents mentioned the timing of some construction projects in recent years have resulted in several key areas of the city under construction at once, making traffic difficult to traverse.

Respondents were in agreement about the good visibility of signage around Windsor and can usually find street names without a problem. Some felt that a larger font on street signs would be preferable.


**“Windsor relies on the auto industry so I’ll drive until they take my keys away!”**  
- Survey Respondent


The majority of respondents indicated they were aware of specialized transportation available for people with disabilities and were happy to have such a service. Some commented that the need for such a service will increase and there are few wheelchair accessible taxis. One respondent remarked that individuals frequently have to travel to London, Ontario for specialist medical appointments not available in Windsor. For Windsorites with limited mobility and no caregiver upon whom to rely, the task quickly becomes impossible, emphasizing the need for increased accessible transport to destinations within Southwestern Ontario.


As stated, the majority of respondents are drivers with access to private vehicles. There was a great amount of pride in Windsor's automotive history evident. In general, the desire to maintain one's driver's license and access to a vehicle for as long as possible was deemed not only desirable but necessary to maintain independence.


## The survey results from participants.

TRANSPORTATION		AGREE	DISAGREE	DON'T KNOW
	Public transportation costs are consistent, clearly displayed, and affordable.			
	Public transportation is frequent, including at night and on weekends and holidays.			
	All city areas and services are accessible by public transport, with good connections and well-marked vehicles.			
	Vehicles are clean, well-maintained and accessible, not overcrowded, and have priority seating that is respected.			
	Specialized transportation is available for people with disabilities.			
	Drivers stop at the designated stops and beside the curb to facilitate boarding and waiting for passengers to be seated before driving off.			
	Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter			
	Complete and accessible information is provided to users about routes, schedules and special needs facilities.			
	A voluntary transport service is available where public transportation is too limited.			
	Taxis are accessible and affordable, and drivers are courteous and helpful.			
	Roads are well maintained with covered drains and good lighting.			
	Traffic flow is well-regulated.			
	Roadways are free of obstructions that block drivers' vision.			
	Traffic signs and intersections are visible and well-placed.			
	Driver education and refresher courses are promoted for all drivers.			
	Parking and drop-off areas are sufficient in number and conveniently located.			
	Priority parking for people with special needs is available and respected.			

 = Majority of respondents agreed with the statement.

 = Majority of respondents disagreed with the statement.

 = Majority of respondents did not know enough about the statement to choose.

 = Two options had an equal number of responses.



## C. HOUSING

Home is where the heart is. The statement is cliché, but true. For older adults, as with all members of the population, home is intended to be a place where we are safe, sheltered and comfortable. The physical structure of a home, be it a house, apartment, condo, usually represents our most significant financial investment. The maintenance of a home represents a significant expenditure of time, money, and physical energy.

Aging can bring about physical changes that significantly impact our ability to maintain a home. Raking leaves, gardening and cleaning out the attic are not as easy at 80 as they were at 40. Getting around the home and/or yard can become difficult. Some older adults with mobility issues stop using parts of their homes difficult to access. Empty nests can result in individuals/couples living in larger homes than needed but with an emotional desire to stay where they feel comfortable.

Retirees live on fixed incomes and continue to see housing costs and expenses increase without an associated increase in income. Each year, money becomes tighter. The cost of retrofitting a home to meet the changing needs of the owner is expensive.

<b>Opportunities for Improvement</b>	<ul style="list-style-type: none"><li>• Need for increased security in some buildings.</li><li>• Some buildings have visible crime, drug use</li><li>• Need for bedbug strategy</li></ul>	<ul style="list-style-type: none"><li>• Need for age-friendly housing developments</li><li>• Maintenance of home and property expensive</li><li>• Need for contractors who specialize in age-friendly retrofitting</li></ul>
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### What Windsorites told us about Housing.

Survey respondents generally had positive regard for their current housing situation. The majority felt there was a variety of housing options available provided one had the funds to afford such options. The majority felt housing was well constructed and the supply of contractors available to do renovations, when needed, was sufficient. Housing prices in Windsor are some of the most reasonable in Canada and are seen as a major benefit to living in the area. That said, subdivisions with meandering streets, low lighting, no sidewalks, poor bus service and housing styles that do not promote neighbourhood socialization, are seen as obstacles to age-friendliness. Riverside Drive East and older neighbourhoods in Riverside were often mentioned as desirable places to live. Forest Glade was listed as an example of a confusing neighbourhood layout.

“Aging at Home” is an industry term that refers to an individual’s desire to live in the home of their choice for as long as possible. It is a trend among older adults to modify their homes to accommodate that choice. Common modifications include the addition of wheelchair entrance ramps, security systems, staircase lifts, widening of entrances, and bathroom modifications more likely to be sought as a result of changes in ability.

The cost of home modifications was listed as a barrier to aging at home comfortably. Respondents also indicated a lack of contractors who “knew what they were doing”. There is an opportunity for a niche market of contractors who specialize in retrofitting homes in an age-friendly way and know the requirements of such modifications. For example, one respondent told a story of having paid a contractor to build a wheelchair ramp leading to the exterior entrance to her home. The resulting ramp was too steep for her to use.

**“I love my house and the only way they are carrying me out of here is feet first!”**  
- Survey Respondent

Age-friendliness of private homes in the winter becomes an issue. Aging can take its toll on one’s ability to shovel a driveway full of snow. One respondent expressed frustration at having “managed to do it (shovel the driveway) only to have city plows pile snow from the street at the end” of his driveway, making it impassable.

**“All the good buildings have wait lists.”**  
- Survey Respondent

The majority of respondents thought that there were a sufficient number of assisted or supportive living options (i.e. private retirement homes). That said, the cost of assisted living facilities was considered very expensive and not an option for many. Long Term Care Homes were not discussed in this section as they were discussed under Community and Health Services.

The majority of respondents live in private residences and expressed a lack of knowledge of public housing options. However, anecdotal comments from respondents who do live in public or commercial housing raised some concerns. Of particular concern was the perceived safety level of senior rental housing “in areas where there are major problems with drug use and disruptive behaviours by others”. Another respondent said, “Safety is a great concern in apartment buildings. Drug activity and crimes are committed in plain view in daytime hours.” Several indicated being afraid in their own homes or afraid to leave their apartments. Of those, many indicated a desire to move but stated “the ‘good’ buildings have wait lists.”

Maintenance of some public housing units were another frequently raised concern. When addressing the frustration of having expressed concerns go unaddressed by landlords or owners, one respondent said “Housing is very difficult for some people. Landlords do not keep their buildings or homes up.” Bed bug infestations were also noted.



## The survey results from participants.

		AGREE	DISAGREE	DON'T KNOW
HOUSING				
	Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.			
	Sufficient and affordable home maintenance and support services are available.			
	Housing is well-constructed and provides safe and comfortable shelter from the weather.			
	Interior spaces and level surfaces allow freedom of movement in all rooms and hallways.			
	Home modification options and supplies are available and affordable, and providers understand the needs of older people.			
	Public and commercial rental housing is clean, well-maintained and safe.			
	Housing with appropriate services for older people who are frail or have disabilities is available locally.			

- = Majority of respondents agreed with the statement.
- = Majority of respondents disagreed with the statement.
- = Majority of respondents did not know enough about the statement to choose.
- = Two options had an equal number of responses.







## D. SOCIAL PARTICIPATION

Social participation is an important part of total health and wellness, regardless of age. An age-friendly community engages all of its residents with a variety of activities that promote an active, healthy lifestyle in a variety of venues that are accessible. In order to have successful social opportunities, communities must also communicate their offerings to the public. Many cities make good use of modern technology as a way of informing residents about events and activities. Although older adults are the fastest growing users of social media like Facebook and Twitter (PewInternet Research) the majority of older adults still do not regularly use computers. People over 65 still prefer traditional forms of communication (newspaper, television, publications) to obtain community event information.

# SOCIAL PARTICIPATION

<p><b>Opportunities for Improvement</b></p>	<ul style="list-style-type: none"> <li>• Accessibility of community events</li> <li>• Intergenerational aspect not promoted</li> <li>• Bus service to events</li> <li>• Venues/activities that accommodate caregivers</li> </ul>	<ul style="list-style-type: none"> <li>• Limited availability of clean, wheelchair accessible washroom facilities at outdoor events</li> <li>• Effort to involve isolated older adults</li> </ul>
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### What Windsorites told us about Social Participation.

Windsor is a fun city! Throughout the focus groups, survey respondents regularly reported a nice variety of activities in and around Windsor. The majority agreed that most events are organized to be affordable, held at convenient times and in convenient locations. Accessibility of venues and within the venues themselves is cited as important aspects of age-friendly events. For instance, at outdoor events, the availability of adequate seating, clean and well-kept washrooms and wheelchair-accessible portable washrooms may be critical to one's ability to attend an event but, once there, increase one's overall level of enjoyment.



We repeatedly heard praise for different elements of community event planning. Participants found certain events, in particular, to be a draw, including: Art in the Park; the Fireworks; Windsor International Film Festival, Carrousel of the Nations; food and wine festivals, and "big name" concerts held at Caesar's Windsor, to name a few.

Many respondents specifically mentioned the Riverfront Festival Plaza as a favourite venue for activities. Among others mentioned were the Art Gallery, Devonshire Mall, WFCU Centre and other arenas, Willistead Manor, Caesar's Windsor, libraries and various parks. There is high praise for the WFCU Centre, although it was noted that it is only convenient for people travelling by car. Although located along a bus route, the bus stop at the WFCU is a difficult walking distance from the entrance for those with mobility issues.

The Windsor Spitfires are a great source of pride for folks who cheer them on, both in person and while watching on television.

Windsor's proximity to surrounding municipalities, the festivals they offer, wineries, golf courses and waterfront activities are viewed as a benefit. A few participants also mentioned taking advantage of our proximity to social opportunities in the Detroit area.

Many participants regularly turn to the Activity Guide produced by Windsor's Department of Recreation and Culture to seek out opportunities for physical activity classes, organized sport, and educational workshops at community centres city-wide. They look for opportunities appealing to mature audiences.

Centres for Seniors Windsor was singled out as a place where older adults find a variety of opportunities for social engagement and a healthy lifestyle in a safe and comfortable atmosphere. With two locations, one on McEwan avenue in West Windsor and one in the WFCU Centre in East Windsor, it is seen as a major resource for Windsorites 50 and better. Two criticisms regarding Centres for Seniors Windsor's east end location at the WFCU Centre were the distance from the bus stop and the lack of exterior signage indicating the location of the centre within the complex.

Informal sources of social participation were also worth noting. Many people turn to their place of worship, volunteer organizations or cultural groups for social opportunities. Windsor is a diverse city with a broad cross section of the world's cultures represented. For those whose first language is not English, many events and activities become inaccessible without a family translator brought along to share the enjoyment. For these people, it is important that events encourage family participation, caregiver attendance and offer intergenerational activities.

**“There is a festival of some kind almost every weekend in the Windsor area.”**

**- Survey Respondent**

**“I know they are trying to attract more people downtown but the bars are for young people - There isn't much for me.”**

**- Survey Respondent**

The nature of Windsor's four season climate makes social participation and physical activity more difficult during the winter months. A few respondents mentioned Devonshire Mall as providing an opportunity for indoor walking and

socializing before shopping hours in the mornings stating “more indoor walking areas would be good”.

Respondents mentioned a few additional opportunities for improvement in the area of social participation. First, many festivals and events are held on weekends, evenings or holidays – precisely those times when bus service is restricted. Secondly, although events may be open to people of all ages or families, one person requested “more activities to be geared to intergenerational inclusion. There are very few activities that promote, respect and value for the older population.” Lastly, respondents expressed concern for homebound, isolated and at-risk older adults, saying, “Lonely people require encouragement (a great deal of it) to attend activities.”

### The survey results from participants.

SOCIAL PARTICIPATION		AGREE	DISAGREE	DON'T KNOW
	Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.			
	Events are held at times convenient for you.			
	Activities and events can be attended alone or with a companion.			
	Activities and attractions are affordable with no hidden or additional participation costs.			
	Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.			
	A wide variety of activities is offered to appeal to a diverse population of older people.			
	Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.			
	There is consistent outreach to include people at risk of social isolation.			

= Majority of respondents agreed with the statement.

= Majority of respondents disagreed with the statement.

= Majority of respondents did not know enough about the statement to choose.

= Two options had an equal number of responses.

***“The events held at the waterfront were a huge success this year!”***

- Survey Respondent



## E. RESPECT AND SOCIAL INCLUSION

Respect and Social Inclusion speaks to the way older adults are treated and valued. An age-friendly city makes an effort to involve older adults in decision making and make decisions with older citizens in mind. Our most experienced residents must be valued for the contribution they make and have made both as group with individual needs and as part of the larger community who interacts with all generations.

Windsor is a diverse community with many cultures, ethnicities, gender identities, sexual orientations, abilities and preferences represented. It is one of our best features.

<b>Opportunities for Improvement</b>	<ul style="list-style-type: none"> <li>• Perceptions of seniors</li> <li>• Need for school programs teaching respect</li> <li>• Need for improved accommodation of caregivers</li> <li>• More use of Ward Councils</li> </ul>	<ul style="list-style-type: none"> <li>• Inclusion of person-to-person service in addition to technology-based service</li> <li>• Need for “Welcome to Windsor” ambassadors</li> </ul>
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### What Windsorites told us about Respect and Social Inclusion

Participants report Windsor to be a “down-to-earth” place with “talented people”, “low crime rate”, “people and family-oriented”. Additional praise was given to the multi-cultural aspect of our city as a “city that welcomes ethnicity.” One participant who had recently re-settled in Windsor from elsewhere in Canada said, “Windsor right away gave me the feeling of being home.” One suggestion for participants concerned about new Windsorites “settling in” involved the establishment of “ambassador greeters” like the “Welcome Wagon”.

In general, focus group respondents found Windsor to be respectful towards older adults. The majority felt Windsor offers a nice variety of products and services to suit varying needs and preferences, offering people a choice. Most people felt service staff at local businesses, services, restaurants and within not-for-profit agencies were courteous and helpful although there were a few exceptions cited. One participant stated, “the push to shift everything to technology-based and internet-based services serves to exclude older people.” It was felt that automated telephone systems, computer-based self-service kiosks or check outs can be alienating. As well, one

**“Everything is computers, these days. Cars, cameras, televisions, you name it. I’m not smart enough for a Smartphone!”**  
 - Survey Respondent

RESPECT AND SOCIAL INCLUSION

respondent said, “I have a computer but I don’t know how to use it. It’s a giant paperweight. I’m willing to learn but have no one to teach me.” Improving access to basic computer classes with novice users in mind was a suggestion to overcome this issue and improve access to technology.

**“Being invited to watch my granddaughter in her school play gave me great pride! I’m so happy schools encourage grandparent involvement.”**  
- Survey Respondent

Certain segments of the population have the knowledge to be included in a technological world but many, including newcomers, those whose first language is not English, people with financial restraints, those with manual dexterity issues and the generation of older adults never exposed to technology can all feel excluded. For these reasons, it is important to include person-to-person service.

Many respondents felt disrespected by younger adults, youth and children. That said, there were several comments made about the elementary school system making an effort to involve grandparents and older relatives in family events. Many reported having been invited to school events such as graduations, concerts, plays, sporting events and open houses. A

suggestion was made to include grandparents in more secondary school events, hold more intergenerational activities, or teach a “respect for elders class”.


Respondents also had great concern about respect for caregivers and those who require them. Many facilities are not equipped to handle people with caregivers and do not respect the needs of individuals. The example was given of public dressing rooms not being large enough to accommodate a person in a wheel chair and his/her caregiver. There was also concern about the condescending way in which staff and personnel speak to the caregiver of customers rather than to the customer him/herself.


**“This is the first time I ever recall having been asked my opinion on matters that concern my city and neighbourhood. Keep it up!”**  
- Survey Respondent


Regarding recognition of contributions both present and past, the majority of respondents felt older adults were recognized. Examples given were mainly volunteer recognition awards offered by non-profit organizations. “Perhaps we could have a Senior of the Year”, offered one respondent.


## The survey results from participants.

RESPECT AND SOCIAL INCLUSION		YES	NO	DON'T KNOW
	Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.			
	Services and products to suit varying needs and preferences are provided by public and commercial services.			
	Service staff are courteous and helpful.			
	Older people are visible in the media, and are depicted positively and without stereotyping.			
	Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.			
	Older people are specifically included in community activities for "families".			
	Schools provide opportunities to learn about ageing and older people, and involve older people in school activities.			
	Older people are recognized by the community for their past as well as their present contributions.			
	Older people who are less well-off have good access to public, voluntary and private sectors.			

 = Majority of respondents agreed with the statement.

 = Majority of respondents disagreed with the statement.

 = Majority of respondents did not know enough about the statement to choose.

 = Two options had an equal number of responses.



## F. CIVIC PARTICIPATION AND EMPLOYMENT

Older adults provide a significant economic benefit to the community through paid and unpaid employment (volunteering) and self-employment or business development. Civic Participation and Employment addresses one’s ability to continue his/her contribution throughout the lifespan.

Canada does not have a mandatory age of retirement and workplaces are encouraged to support older employees as their needs change and take advantage of their skills and abilities obtained through years of experience. The first members of the Baby Boom generation are turning 65 this year and many are considering or starting to retire. Mass retirement in the coming years may create a situation where there are skilled positions left vacant. Mature worker retention and succession strategies are key human resource challenges. It makes sense that business owners would look to the skills of older workers when filling vacancies. However, we heard the opposite from some respondents.

<p><b>Opportunities for Improvement</b></p>	<ul style="list-style-type: none"> <li>• Need for employment opportunities</li> <li>• Need for employers to recognize value of older workers</li> </ul>	<ul style="list-style-type: none"> <li>• Need for pre-retirement training offered to work places</li> <li>• Need for seniors’ job/volunteer boards</li> </ul>
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### What Windsorites told us about Civic Participation and Employment.

Respondents agreed that, although there are many opportunities for volunteer involvement within the community, there remains a need for paid opportunities for older workers. Over the past several years, there have been many layoffs in the community. Focus group participants expressed concern for older workers thrust into unexpected retirement because opportunities for workers within a few years of retirement are next to impossible to find. Some stated ageist attitudes of would-be employers. One said the receptionist at a prospective employer told her she was “too old” when she presented her resume for consideration.

Windsor is fortunate among municipalities in the region to have a Seniors Advisory Committee to the Mayor and City Council. As a liaison group, it is seen as an asset to both City Council and older Windsorites when the needs of mature adults or planning for older adults come into question.

Many survey respondents were already retired and indicated a lack of awareness about resources available to older workers, like workplace accommodation, self-employment options or pre-retirement training. As well, many were unaware of how to become involved in community Boards of Directors although the idea appealed to some.

## The survey results from participants.

		YES	NO	DON'T KNOW
<b>CIVIC PARTICIPATION AND EMPLOYMENT</b>				
	There are enough volunteer opportunities for older people in Windsor.			
	Older employees are valued in the workplace.			
	There are enough paid job opportunities for older people wishing to work in Windsor.			
	Workplaces are adapted to meet the needs of disabled people.			
	Self-employment options for older people are promoted and supported.			
	Training in post-retirement options is provided for older workers.			
	Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.			

- = Majority of respondents agreed with the statement.
- = Majority of respondents disagreed with the statement.
- = Majority of respondents did not know enough about the statement to choose.
- = Two options had an equal number of responses.







## G. COMMUNICATION AND INFORMATION

Communication is central to one’s ability to act, engage, stay safe, get around and be part of a community. To be useful, information must be accurate, current and available reliably.

Communication includes the way we receive information (i.e. print publications, television and radio news and programming), the way we actively pursue information (i.e. community information telephone systems, customer service lines, websites, etc.), the way we report information (i.e. report problems around town) and the way we find out about important alerts (i.e. traffic congestion, construction, severe weather, etc.).

<b>Opportunities for Improvement</b>	<ul style="list-style-type: none"> <li>• No “one stop” place to find community information and events</li> <li>• Overwhelming amount of information and not enough of the <u>right</u> information</li> </ul>	<ul style="list-style-type: none"> <li>• Can be difficult to access automated services</li> <li>• Print size on many communication resources too small</li> </ul>
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### What Windsorites told us about Communication and Information.

The majority of respondents agree that they have access to information. Many mentioned news outlets like our local television and radio stations. They regularly turn to news programs to keep updated. The majority of print publication subscribers turn to the Windsor Star for information. Some expressed the price of a newspaper subscription was too costly for their budget. One person said ordering a coffee at the local coffee shop was cheaper than a newspaper and “they always have a daily newspaper available for reading.”

**“211 and 311 are very helpful.”**  
- Survey Respondent

Although respondents felt that communication was available for individuals with hearing/vision loss (i.e. closed captioning on television programs), they felt that communication sources were difficult to manage for an average person with mild age-related changes in vision, hearing and dexterity. Respondents did not feel printed information on forms, television captions, telephone books, and advertising signage had large enough print. Similarly, they did not feel electronic equipment like cell phones and other electronics had large enough buttons to easily use. This alone, created a barrier to the access of technology.

As a group, older adults like to remain informed. They stay up to date with current events and take voting very seriously. When one loses the ability to read a

newspaper, a loss is suffered. The loss is a sense of connection to one's community. Print size is often the only barrier to meeting this need. Comments about the small print size in agency newsletters, and print ads were also noted. "I usually find out about events after they've happened."


When discussing customer service lines and answering services, there was widespread dislike of automated answering services. Common complaints were that pre-recorded messages spoke too quickly, didn't give instructions clearly and that, in general, a live human was much preferred over automated services. 211 and 311 received praise for having live operators, although there is sometimes a wait. Some stated a willingness to wait on hold knowing they could ask the questions and get the information they needed. As well, Service Ontario and Service Canada's live operator service was mentioned. 211 does a good job of answering questions about community services, as it was designed to do, but people often need other types of information they can't easily find.


**"I tried to use a coupon and was made to feel embarrassed because it had expired. I didn't know that because I couldn't read the small print."  
- Survey Respondent**


One message repeated throughout all focus groups was the need for a "one-stop shopping" source for information. Participants applauded the amount of information available but had absolutely no idea where to start looking for information. "I don't know who to call." was a refrain heard over and over again. A simple phone call to the correct person can make all the difference to a great improvement in quality of life. The irony is not lost on survey respondents. "Nowadays, there is too much information and, yet, not enough...of the right kind", said one participant.


## The survey results from seniors.

		YES	NO	DON'T KNOW
<b>COMMUNICATION AND INFORMATION</b>				
	A basic, effective communication system reaches community residents of all ages.	Green		
	Regular and widespread distribution of information is available through a single access point?	Green		
	Information of interest to mature adults is regularly available in the media (news, TV, radio).	Green		
	Communication accessible to older people with vision or hearing loss is promoted.	Green		
	People who engage in minimal social activities can get one-to-one information from trusted individuals.	Yellow		Yellow
	Public and commercial services provide friendly, person-to-person service on request.	Green		
	Printed information on forms, television captions, and signs have large lettering and are easy to read.		Red	
	Print and spoken communication uses simple, familiar words in short, straight-forward sentences.	Green		
	Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.		Red	
	Electronic equipment, such as a cell phones, radios, TVs, and bank and ticket machines, have large buttons and big lettering.		Red	
	There is wide public access to computers and the Internet, at no or minimal charge, in public places (i.e. government offices and libraries).	Green		

 = Majority of respondents agreed with the statement.

 = Majority of respondents disagreed with the statement.

 = Majority of respondents did not know enough about the statement to choose.

 = Two options had an equal number of responses.



## H. COMMUNITY SUPPORT AND HEALTH SERVICES

Total health encompasses both mental and physical well being. Access to appropriate physical and mental health services is critical to quality of life. As we age, the likelihood of needing such services increases.

Access to primary health care is critical to ongoing health. Such health services include hospitals, primary care practitioners, clinics, testing facilities (x-rays, ultrasounds, etc.), specialists, emergency services and mental health services.

Community support services include those provided by non-profit agencies. These include transportation, friendly visitation, home maintenance, house-keeping, in-home medical services, footcare, medication reminders, meal delivery, communal dining, community gardens, food and clothing banks, therapy, eldercare, fitness, and many others. These services are designed to support individuals in the maintenance and improvement in their health, prevention of illness and promotion of healthy lifestyles. This also includes the availability of long term care homes.

<b>Opportunities for Improvement</b>	<ul style="list-style-type: none"> <li>• Wait times for services</li> <li>• Wait times for medical interventions</li> <li>• Wait times for long term care</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of financial planning for later-life costs</li> <li>• Caregiver Stress</li> <li>• Promotion of flexible user fees</li> </ul>
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### What Windsorites told us about Community Support and Health Services.

While some of the comments we received about the state of Community and Health Services in Windsor were negative, survey results were mainly positive. Participants indicated knowledge of the availability of a wide variety of community services in Windsor, most of which are located in areas with easy access by public transport. Some, however, have large parking lots with insufficient numbers of handicapped parking spaces that are frequently full. Some lots become full and parking is impossible. More than one person mentioned having had difficulty finding any parking at all during certain times of the day at local hospitals.

It was reported that information about health services is readily available. Many reported receiving information on community services from doctors' waiting rooms, other service providers, health and information fairs.

Although many services offer sliding scales or reduced fees for consumers with low income, it was thought by survey respondents that this is not a publicised policy. Services do not seem to advertise the ability to reduce fees and some, therefore, go

without. As well, the cost of community services, in-home care and other preventative measures are a financial burden. Although it is not part of this survey, one participant wished his financial advisor would have included later-life expenses in his financial plan.

Customer service is an area in which the personnel at community services seem to excel. Most report being treated well and with respect by personnel. That said the doctor-patient relationship was hit or miss. Some felt the shortage of doctors in the area limited their ability to choose a doctor with whom they felt more comfortable.

The subject of burial sites met with some giggles from the audience and exclamations of “I don’t need one of those...yet!” However, members of the audience who had suffered the loss of a spouse, partner or other close family, recognized the importance of being able to access burial sites for visitation purposes year-round. Some are located just outside of city boundaries and cannot be accessed by bus which translates to expensive taxi cab rides and presents a barrier to some mourners.

The area which had the most opportunity for improvement and generated the most feedback from participants was the subject of wait times. Wait times were reported for surgeries, tests, specialist appointments, treatments, emergency room visits, and a variety of community services. It was not unusual to hear 6 month wait times for tests with potentially life-altering results. Waiting for diagnosis, treatment, and even just to get an “all clear” can cause significant stress, anxiety and feelings of helplessness, not to mention the discomfort and/or pain that may continue, untreated, during wait times.

Waiting was also the subject of discussions around long term care beds. Our region is seeing significant wait times (up to 3 years) for some long term care homes while other beds sit empty. A large number of hospital beds are also accommodating patients who are waiting for long term care beds. This is an issue that has been well-covered by the media. The Erie-St. Clair Local Health Integration Network is also implementing strategies to help address the issue. As of the writing of this report, it remains a major concern for many adults who may need the services of a long term care home within the next few years. As well, it is a significant cause of caregiver stress for those caring for loved ones at home who require 24 hour care.

One caregiver of a survey respondent said, “we need to have more people trained to work specifically with older adults”.

**“We planned for the cost of our retirement vacation, but never planned for the cost of the in-home worker we now need to stay with my wife while I go to the grocery store**

**- Survey Respondent**

## The survey results from participants.

COMMUNITY AND HEALTH SERVICES		YES	NO	DON'T KNOW
	An adequate range of health and community support services is available with little wait time.			
	Home care services include health and personal care and housekeeping.			
	Health and social services are conveniently located and accessible by all means of public transportation.			
	Residential care facilities (i.e. assisted living and long term care) and designated older people's housing (i.e. apartments) are located close to services and the rest of the community.			
	Health and community service facilities are safely constructed and fully accessible.			
	Clear and accessible information is provided about health and social services for older people.			
	It is simple to access the community support and health services you use.			
	All staff are respectful, helpful and trained to serve older people.			
	Flexible user fees are available for health and community support services?			
	Health and community support services use volunteers to assist clients?			
	There are sufficient and accessible burial sites.			
	Community emergency planning takes the vulnerabilities and capacities of older people into account.			

- = Majority of respondents agreed with the statement.
- = Majority of respondents disagreed with the statement.
- = Majority of respondents did not know enough about the statement to choose.
- = Two options had an equal number of responses.

## 5. DISCUSSION OF RESULTS

While we certainly appreciate the opinion of every resident who participated in the survey, our results do have a few limitations. First, the majority of our survey was completed by English-speaking women. Windsor is such a diverse community; it would have been more desirable to see that diversity reflected in our results. While our survey was open to all, we can only speculate how/if results would have differed with a broader audience. That said, this report represents a first step in a larger process that will continue to engage Windsor's mature community.

Many of the items in the survey yielded majority responses of "don't know". In some cases (for example, items relating to public transportation), it is expected that people who do not use a service or who, for some other reason, do not require knowledge of a certain feature would not necessarily know about it. Alternatively, "don't know" responses may highlight elements of the checklist that are not adequately promoted, thereby representing an opportunity for improvement in those areas.

Results were also limited to those who had the ability and availability to attend focus groups and/or complete the survey.

Future surveys and public focus groups would benefit from a more balanced representation of participants from each of Windsor's ten wards.

As well, the World Health Organization Checklist does not make mention of environmental stewardship or poverty reduction. More than one respondent made comments to this effect. Grassroots community endeavours such as community gardening, farm markets, "eat local" initiatives, intergenerational gardening mentorship programs and Community Supported Agriculture were mentioned as assets Windsor is investing in and should be encouraged to do more of. As we move forward and personalize Windsor's response to its aging demographics, these topics should be included as important aspects of the conversation as they create affordable sources of nutrition for Windsor's economically vulnerable. Though regional, the agricultural diversity of Essex County is something Windsorites are proud of.

## 6. IS WINDSOR AN AGE-FRIENDLY CITY?

As was explained at the beginning of this report, Windsor's journey towards age-friendliness is just that, a journey. It is a process of continual improvement along a continuum. We will never receive a stamp saying Windsor is age-friendly. However, as we have completed our initial environmental scan of age-friendliness using the World Health Organization's Checklist of Essential Features of Age-friendly Cities, we find that Windsor is well on its way towards becoming a city people can enjoy throughout the lifespan.

A main objective of this process was to generate awareness and public discussion about our findings and proposals. With the support of the city and its partners in the public and private sectors, we can find ways to overcome obstacles and barriers to full participation in the community that aging residents may experience, and to determine how we need to change our current practices to accommodate and celebrate an aging population.

According to Windsor's 2007 Community Strategic Plan, Windsor's Mission is:

***“Our City is built on relationships – between citizens and their government, businesses and public institutions, city and region – all interconnected, mutually supportive, and focused on the brightest future we can create together.”***

The Age-friendly Windsor Project supports this mission by engaging mature adults and other members in the community about the future of our city as it ages. It will continue this relationship throughout subsequent phases of the project. Our immediate recommendations are as follows:

**Recommendation 1:** That this report, *Age-Friendly Windsor: Report to the Community*, as commissioned, be submitted for approval to the Windsor Seniors Advisory Committee.

**Recommendation 2:** That City Council create a mechanism to ensure adherence to the process identified by the World Health Organization's Global Network of Age-friendly Cities which includes the creation of a city-wide action plan and monitoring of age-friendly initiatives.



## ACKNOWLEDGEMENTS

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### **AGE-FRIENDLY WINDSOR SUB COMMITTEE (as of May 2012):**

Jill Cadarette, Lead - Community  
Celia Southward, Lead - City  
Natalie Taylor  
Jeannette Ware

### **WINDSOR SENIORS ADVISORY COMMITTEE (as of May 2012):**

Larry Duffield, Chair  
Councillor Ed Sleiman  
Lynne Adams  
Jill Cadarette  
Bruce Draper  
Frank Duralia  
Alex Gyemi  
Cal Little  
Natalie Taylor  
Jeannette Ware  
Celia Southward, Resource Personnel, Dept. of Recreation and Culture  
Janice Koval, Resource Personnel, Windsor Public Library

### **THANK YOU TO COMMUNITY PARTNERS WHO PROVIDED SUPPORT ALONG THE WAY:**

50+ Gay and Gray  
Alzheimer Society of Windsor-Essex County  
Amy's Helping Hands  
Association for Persons with Physical Disabilities  
Bayshore Home Health  
Canadian Mental Health Association – Windsor-Essex County Branch  
Centres for Seniors Windsor  
Citizen Advocacy  
City of Windsor – Building Department  
City of Windsor – Communication Department  
City of Windsor – Department of Recreation and Culture  
City of Windsor – Planning Department  
City of Windsor – Social Services Department  
Ellen Hope  
Home Instead Senior Care  
Huron Lodge Home for Seniors

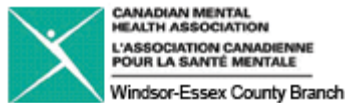
International Federation on Ageing  
Motion Specialists  
Ministry of Health Promotion  
New Canadian Centre of Excellence  
Ontario Seniors' Secretariat  
Retired Seniors' Volunteer Program  
Retiree Volunteer Council, United Way/Centraide Windsor-Essex  
Transit Windsor  
United Way/Centraide Windsor-Essex  
Veterans Cab  
Windsor Pride Community  
Windsor Public Library  
Windsor Residence, Inc.  
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For more information on the City of Windsor's services and programs for older adults, please visit:

**[www.windsorseniors.ca](http://www.windsorseniors.ca)**