



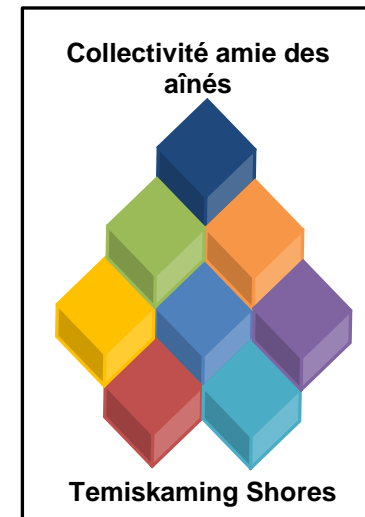
Supplementary Materials

# AGE FRIENDLY COMMUNITY PLAN

City of Temiskaming Shores and Area

Making Temiskaming Shores More Age Friendly

Through collaboration and cooperation



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## Alignment with Other Plans

One key to implementing the Age Friendly Community Plan will be connecting to other plans and the goals and objectives of key organizations. When recommendations fit with existing policies, it is easier to convince policy makers to take on recommendations. It is important to note that the City of Temiskaming Shores clearly indicated in their official plan that they will strive, where feasible, to utilize best practice strategies for an age friendly city. Though there are many organizations with mandates that overlap with the plan, only some are presented below. It will be up to the steering committee to continue to make connections with agencies as they implement the plan.

### Outdoor Spaces and Public Buildings

The City of Temiskaming Shores Official Plan (2015) has many references to healthy communities and active living that fit well with the age friendly initiative. The plan indicates the need for pedestrian friendly design (including sidewalks, benches and pedestrian crossings). The plan also indicates the importance of barrier free design to increase accessibility especially in public spaces and buildings.

The Temiskaming Shores Accessibility Advisory Committee also works diligently to implement AODA requirements and enhance accessible features in the area. The New Liskeard BIA works to revitalize and maintain business areas which will include more age friendly features as the population continues to age.

### Transportation

The public transportation system will continue to be a priority to the community, according to the City's Official Plan. The promotion and expansion of the system will continue as a safe alternative to personal vehicles. Making accessible upgrades to ensure all citizens can use the system will be important.

Other organizations have policies that include transportation for older adults to ensure older adults can remain active and independent as long as possible. These include Timiskaming Home Support, Voyager Transportation, Cancer Care Society, Ontario Northland and MCM Transportation.

### Housing

The City's official plan outlines a goal of having 25-30% of housing be affordable for low and medium income residents. This may be achieved through using City owned vacant lots, partnerships, encouraging adaptive re-use and waiving fees. There is a specific mention on meeting the housing needs of seniors.

DTSSAB is responsible for housing individuals and families with low incomes.

### Social Participation and Inclusion

The City's Official Plan indicates the need for a Recreation Master Plan with an active transportation component to ensure recreational needs of residents are being met in the most efficient way possible. It also indicated the need for the City to provide accessible facilities and programs that meet the needs of the community.

There are many other recreation organizations that work to ensuring older adults have access to high quality recreation and social programs that can work together to create a more Age Friendly community.

#### Community Supports and Health Services

The City's Official Plan indicates the importance of ensuring health services are in place for the quality of life of residents and the community. The continued use of partnerships is key and though the City does not directly provide these services they have a role to play in the planning process. A big part is the continuation of the physician recruitment committee.

The mandate for the Timiskaming Health Unit, CCAC, CMHA and Timiskaming Home Support directly relate to ensuring the provision of prevention and community services that assist in maintaining good mental and physical health and helping older adults remain active and living independently.

## Key Findings

The sections below summarize the findings from the public consultation for stage 1 and 2. These findings formed the basis of the recommendations.

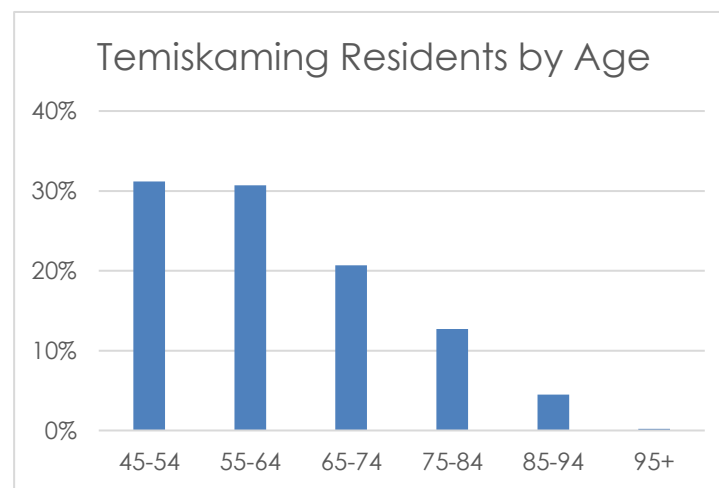
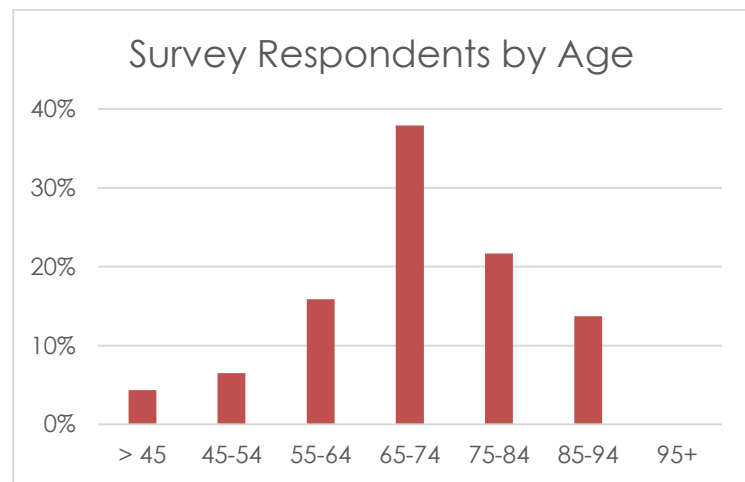
## Demographic Information

### Stage 2

The first section of the community survey asked general information about the respondent. This information allowed for a more in-depth analysis of the data and as a check to ensure the data represented the population of older adults in the area. Demographic information was not kept in stage 1.

### Age Category

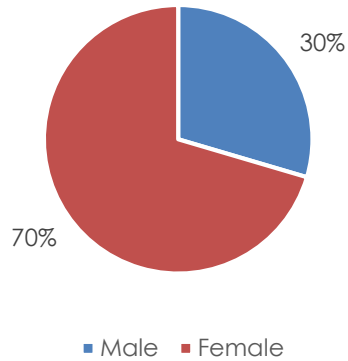
The first graph shows the percentage of respondents in each age category. The second shows the percentage of the population of Temiskaming Shores over 45 in each age category. A total of 277 respondents answered this question. The graphs show that a larger portion of individuals aged 65 or older filled out the survey than the general population. This means that the data presented from the survey results better represented those over 65 than those under 65.



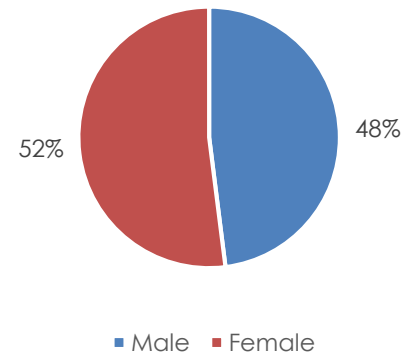
### Gender

The first chart shows the percentage of respondents who identified as male and female. A category for transgendered was offered but no respondents chose this category. The second chart shows the gender split for Temiskaming Shores for individuals over 45. A total of 274 respondents answered this question. Note that more female respondents filled out the survey than expected. It has been found in several studies that women are more likely than men to fill out surveys.

Survey Respondents by Gender



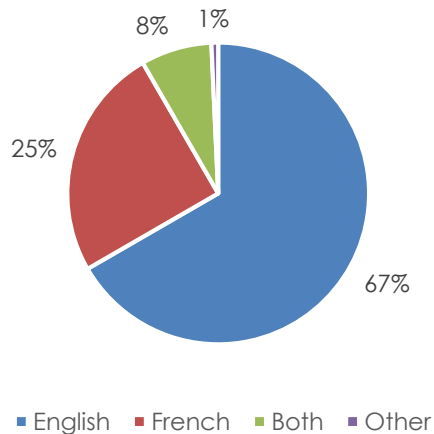
Gender of TS Residents over 45



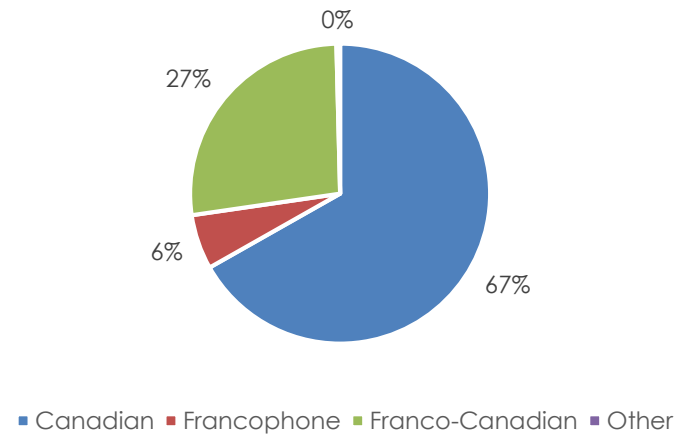
Language & Culture

The survey asked individuals to identify their preferred language and to self-identify their culture. Most respondents chose either French or English. Though no “both” category was given, several respondents checked both boxes and a category for both was added to analyze the results. There was a similar distribution in terms of culture. A total of 276 and 253 respondents answered these questions respectively. Based on census data, there was a good representation of both French and English speaking respondents.

Survey Respondents by Language

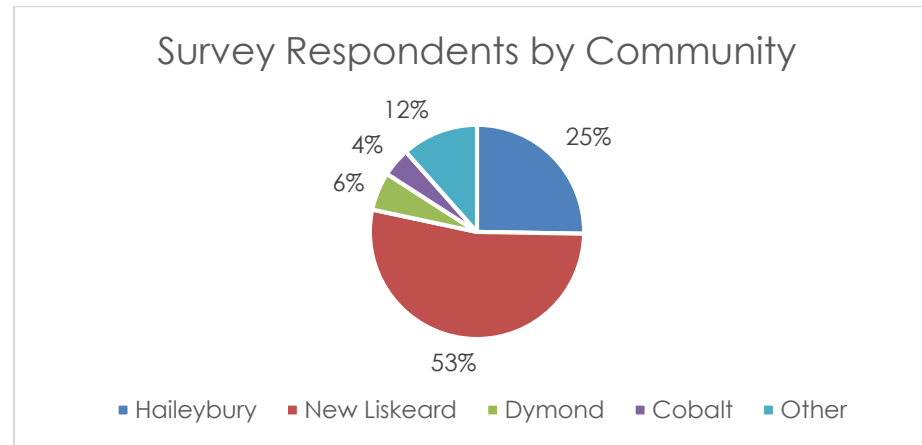


Survey Respondents by Culture



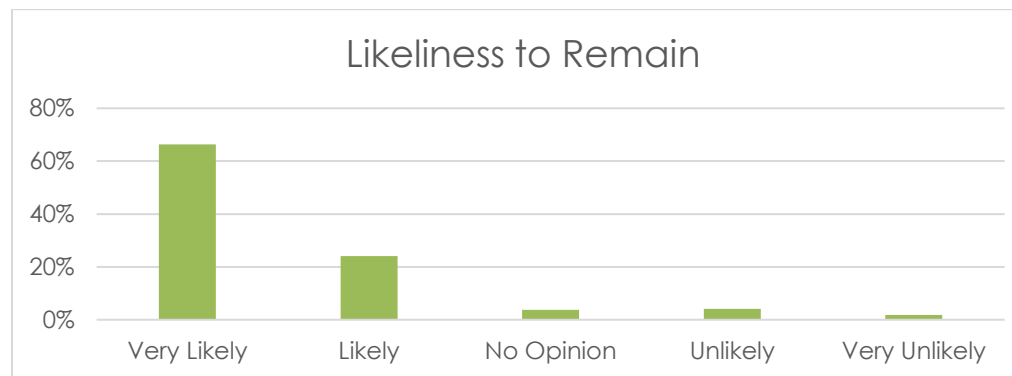
## Community

Respondents were asked to identify which community they currently live in and how long they have lived in the community. The majority of respondents were from New Liskeard with about a quarter from Hailebury. Those who chose the other category identified that they lived in neighbouring municipalities such as Earlton, Harley Twp, Harris Twp, Kenabeek, etc. 277 respondents indicated where they currently live and the data fairly accurately represents the community. When asked how long respondents have lived in the community there was a wide range of answers. The shortest time was 6 months and the longest was 94 years. On average respondents have lived here for 40 years.



## Likelihood to Remain

Respondents were asked to rate the likelihood of remaining in the community as they age. 90.4% indicated that they were likely or very likely to remain, indicating that most older adults enjoy living in the community.

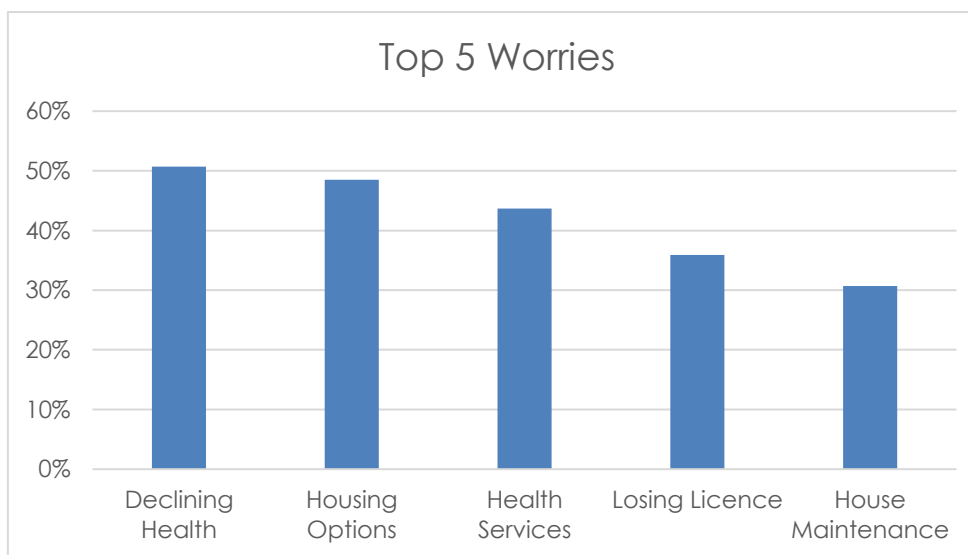




## Top Worries

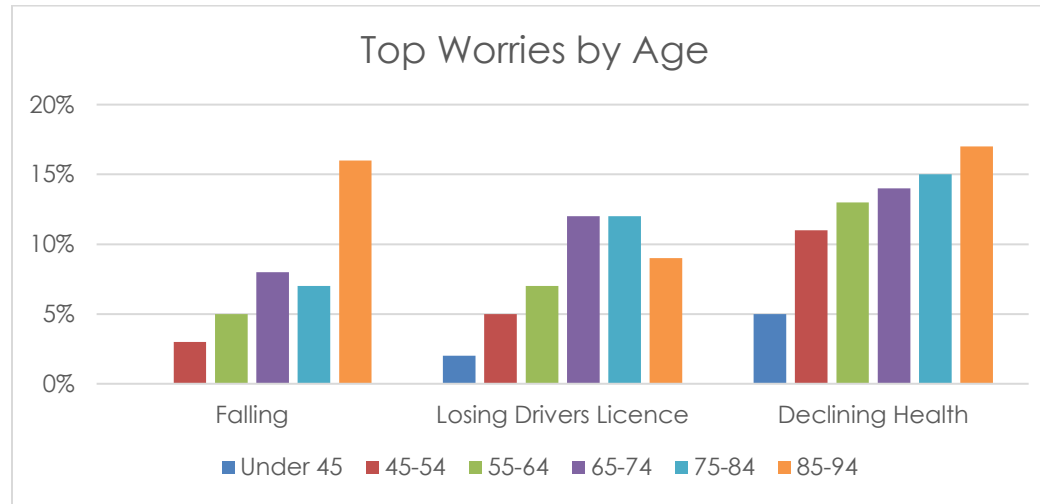
Finally, respondents were asked to indicate their top worries about aging in Temiskaming Shores. Respondents were asked to indicate their top 5, though it should be noted that some respondents chose more than 5. 270 respondents answered this question. The following presents what respondents worried about most to least.

1. Declining health (50.7%)
2. Housing options to move into (48.5%)
3. Accessing health services (43.7%)
4. Losing drivers license (35.9%)
5. House maintenance (30.7%)
6. Transit (28.9%)
7. Falling (28.1%)
8. Money/financial (23.3%)
9. Getting in and out of buildings (21.5%)
10. Having family or friends nearby (19.6%)
11. Isolation (17.8%)
12. Accessing recreation (14.4%)
13. Lack of employment (5.2%)
14. Other (4.1%)

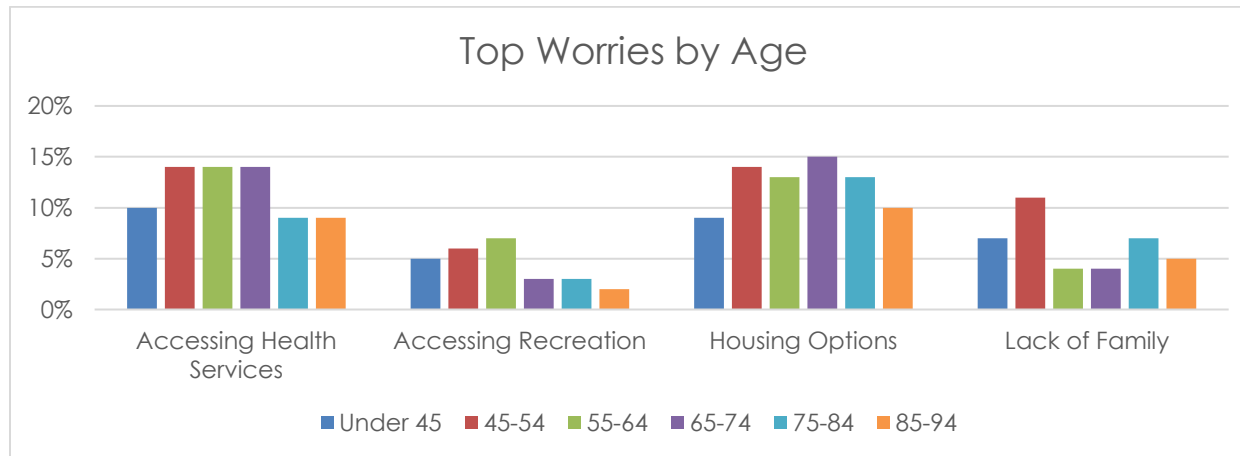


For those that indicated other, responses included: personal care services, lack of services in French, lack of services in home, medical help, personal mobility and losing ability to contribute to others.

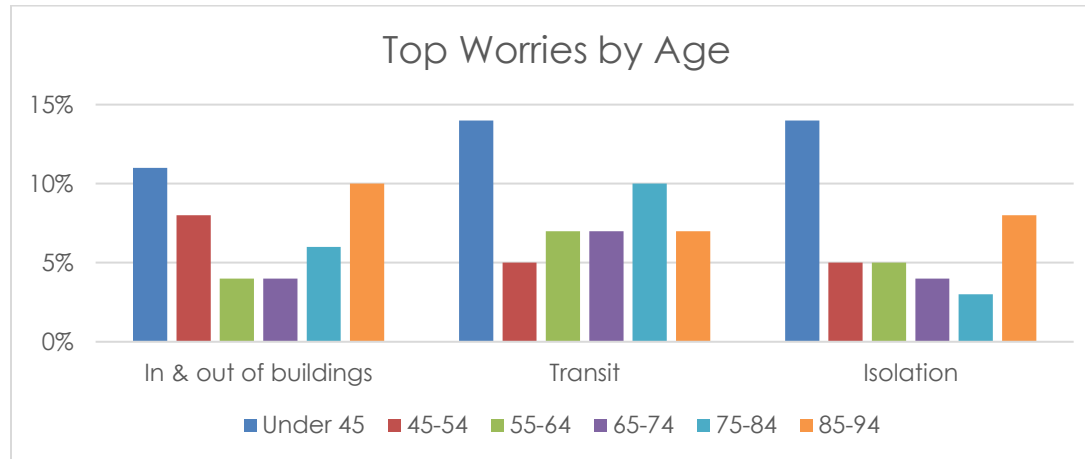
When further analysis was undertaken, there was a statistically significant difference between the age groups with regards to their top worries.



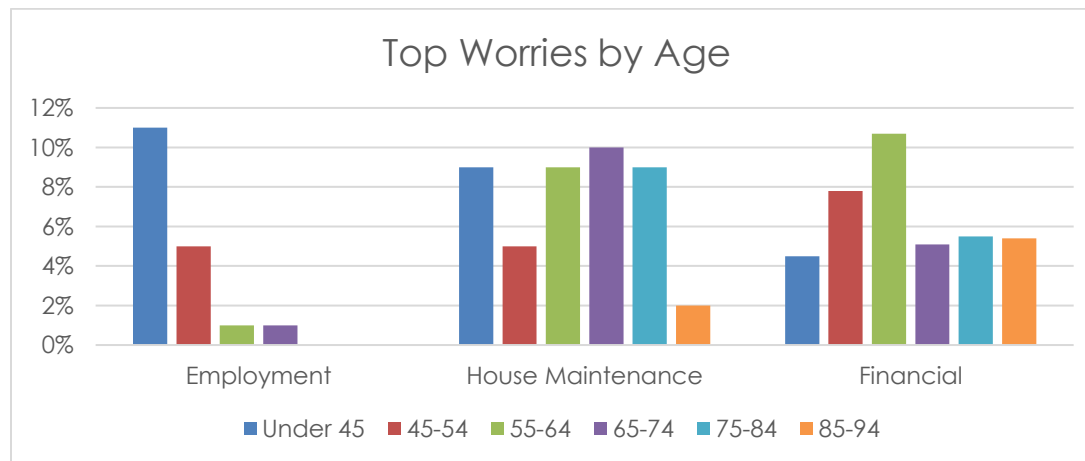
Older age groups were more worried about falling, losing their drivers license and declining health than the younger age groups.



Middle age groups were more worried about accessing health services, accessing recreation and having housing options to move into.



Older and younger age groups were more worried about getting in and out of buildings, transit and isolation.



Younger age groups were more worried about employment and house maintenance, whereas the younger middle age groups were more worried about finances.

## Outdoor Spaces and Public Buildings:

### Stage 1

Two main themes emerged with regard to Outdoor Spaces and Public Buildings.

#### 1. Accessibility of Buildings and Public Areas

Accessibility was brought up many times with regard to outdoor spaces and public buildings. Older adults want to see accessible upgrades, such as hand railings, easy to open doors and ramps, to make it easier to access public spaces. The addition of accessible washrooms strategically located was also identified as essential.

#### 2. Becoming More Pedestrian Friendly

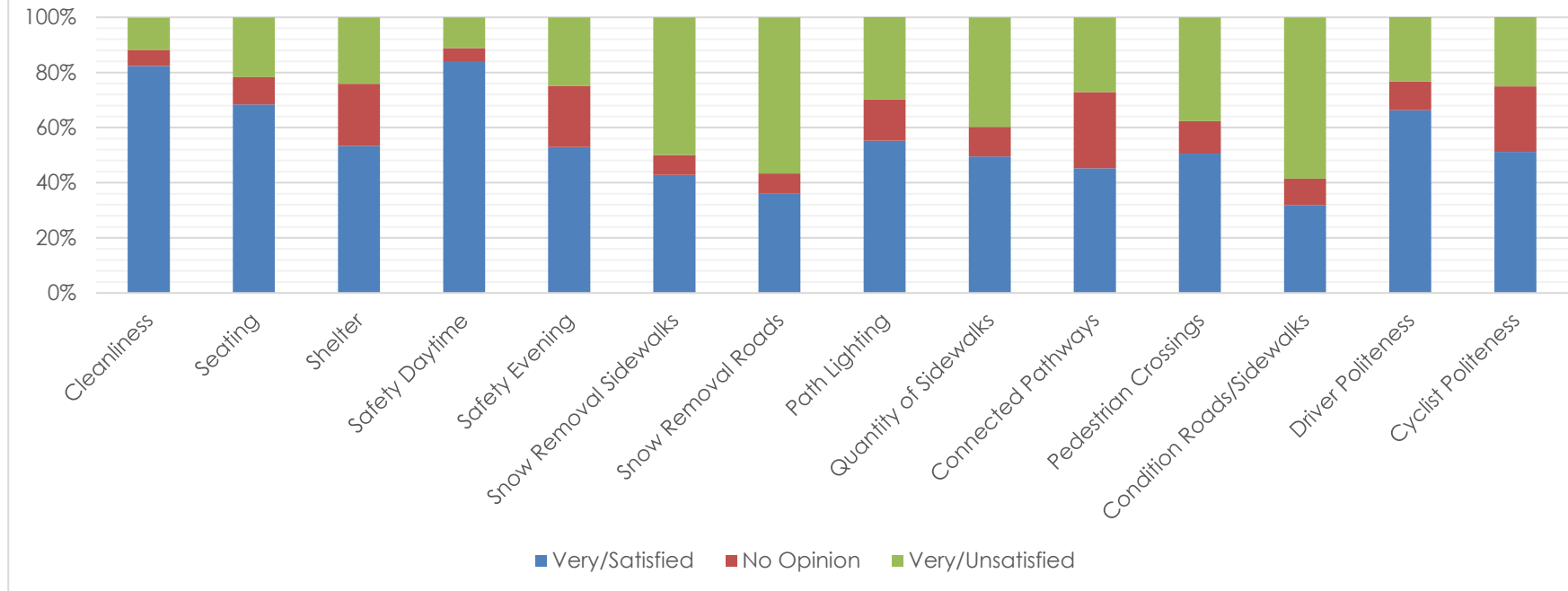
Many older adults walk as one of their primary means of transportation and they are looking to make walking easier and safer. There is a need for an increased number of sidewalks or pathways, especially in Dymond and Haileybury. Snow removal on both roads and sidewalks continues to be an issue for those who walk and for drivers. With an increase in pathways, there need to be more benches strategically placed so older adults can rest as they walk.

The lights at the bank corner and post office corner have come up as a major issue. Neither set is long enough for older adults with mobility issues to cross safely. Also, the set of lights at the grocery store, a button must be pushed to get the walk sign. Older adults often found that snow was not removed sufficiently around the pole to reach the button.

### Stage 2

The second section of the survey asked questions regarding the public and outdoor spaces people visit most often. The first table of questions asked respondents to rank a variety of items from very satisfied to very unsatisfied. A total of 188 to 229 respondents answered each question.

## Satisfaction with Outdoor Spaces



Survey respondents were generally satisfied with cleanliness, seating, safety walking in the daytime and driver's politeness towards pedestrians. Respondents were least satisfied with snow removal on sidewalks, snow removal on roads, condition of roads and sidewalks, quantity of sidewalks and safety of pedestrian crossings.

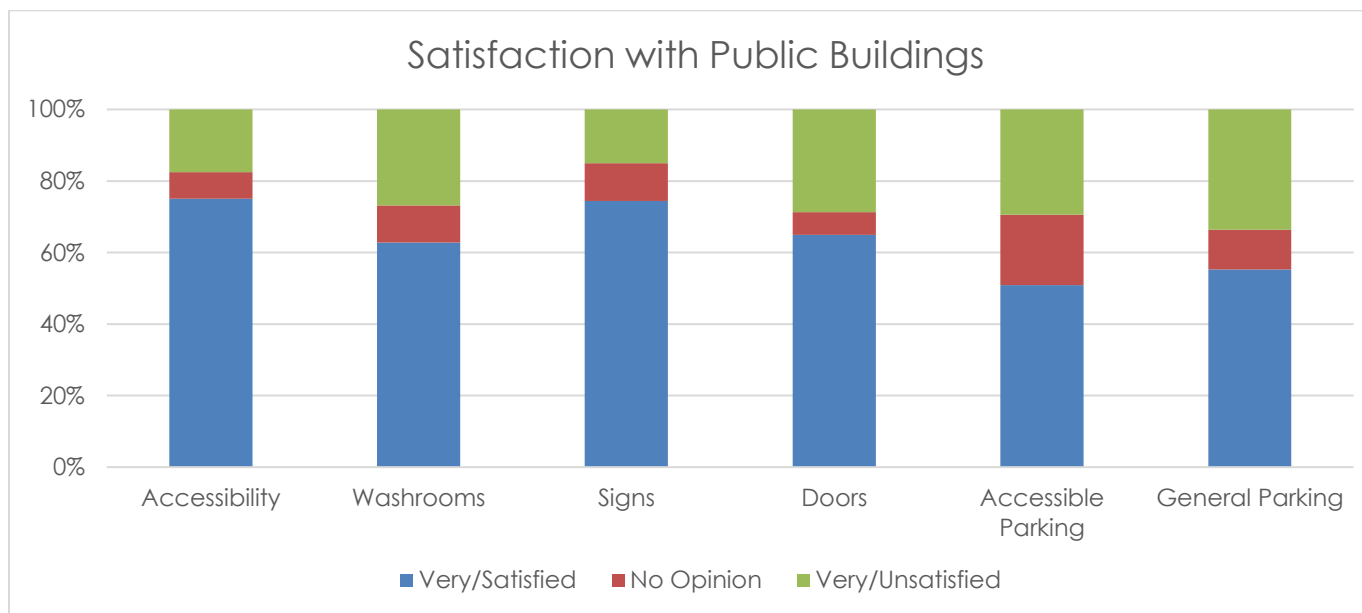
There were some statistically significant differences with regards to outdoor spaces. First, there was a difference between the community of New Liskeard and the community of Haileybury with regard to quantity of sidewalks. Respondents from Haileybury were less satisfied than respondents from New Liskeard.

Also, women were less satisfied than men in the following areas:

- Safety Walking in Evenings
- Path Lighting at night
- Time to Cross as Pedestrian Crossings
- Amount of Accessible Parking

## Public Buildings

Respondents were then asked to indicate their level of satisfaction with the public buildings they visited most. A total of 217 to 234 respondents answered these questions.



Though accessibility of buildings does not appear to be a big issue for most respondents it should be noted that about 15.4% of people in Ontario has a disability (2012). The number of persons with a disability increases with age; therefore, with an aging population the number of persons with a disability will increase. Many people will not think about accessibility until they require special services. Parking continues to be an issue for many older adults, especially for those with mobility issues.

## Open Ended

119 people provided written responses at the end of the section. There were 2 main themes that emerged from these comments.

### 1. Need for Increased Pedestrian Friendly Features

Many comments indicated the need for more sidewalks. Older adults felt unsafe having to walk on the road. Also, the need for sidewalk and road repairs were indicated to ensure safety when walking. Snow removal, especially snowbanks in parking areas was a big concern. Respondents would also like to see more benches and longer amounts of time to cross at pedestrian crossings.

## 2. Increased Accessibility of Buildings and Public Areas

It was interesting that many comments spoke to accessibility even though it was not identified as a major issue. Many respondents want to see more accessible features (ramps, hand railings, east to open doors) added to both municipal and private buildings. The need for public access to accessible washrooms in key walking areas was also important.

## Transportation:

### Stage 1

Four main themes arose with regards to Transportation in Temiskaming Shores.

#### 1. Public Transportation Upgrades

Though older adults appreciate the public transit system, they would like to see some upgrades. Older adults would like to see bus stops moved or added closer to buildings that house older adults. Also, bus stops require benches and shelters as it is difficult for some older adults to stand and wait for the bus. Snow removal at bus stops needs to be a priority as older adults have more difficulty managing snowbanks.

#### 2. Increased Availability and Access to Door to Door Transportation

Need for increased access to transportation for both in town and out of town appointments. Currently access is prioritized for medical appointments; however, older adults require transportation to other types of events as well for their social and mental health. The service should be extended to include some evening and weekend hours, and needs to be affordable for those with limited resources.

#### 3. Special Event Transportation

Older adults would like more transit options to attend special events such as shopping trips, farmers market, hockey games, onetime events and attending church. Chartrand's has recently provided a service to assist older adults in getting groceries that is being received quite well.

#### 4. Better Information on Services

Older adults often don't know about their options and how to access them. Their confusion often results in not using any service. There needs to be more coordination among service providers that ensures ease of booking and gaining information.

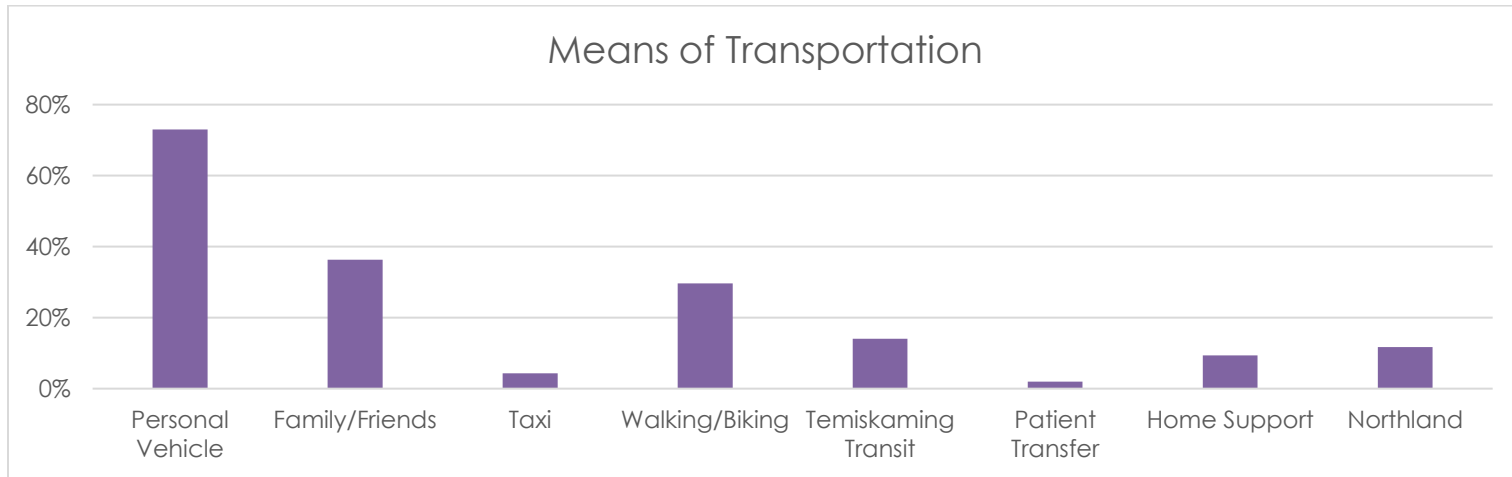
### Stage 2

The third section of the survey asked questions regarding how older adults get to and from places they need to go. 92% of respondents indicated that they are able to get where they want to go. Of the 8% who indicated they cannot get where they need to, the most common places were church and medical appointments.

#### Means of Transportation

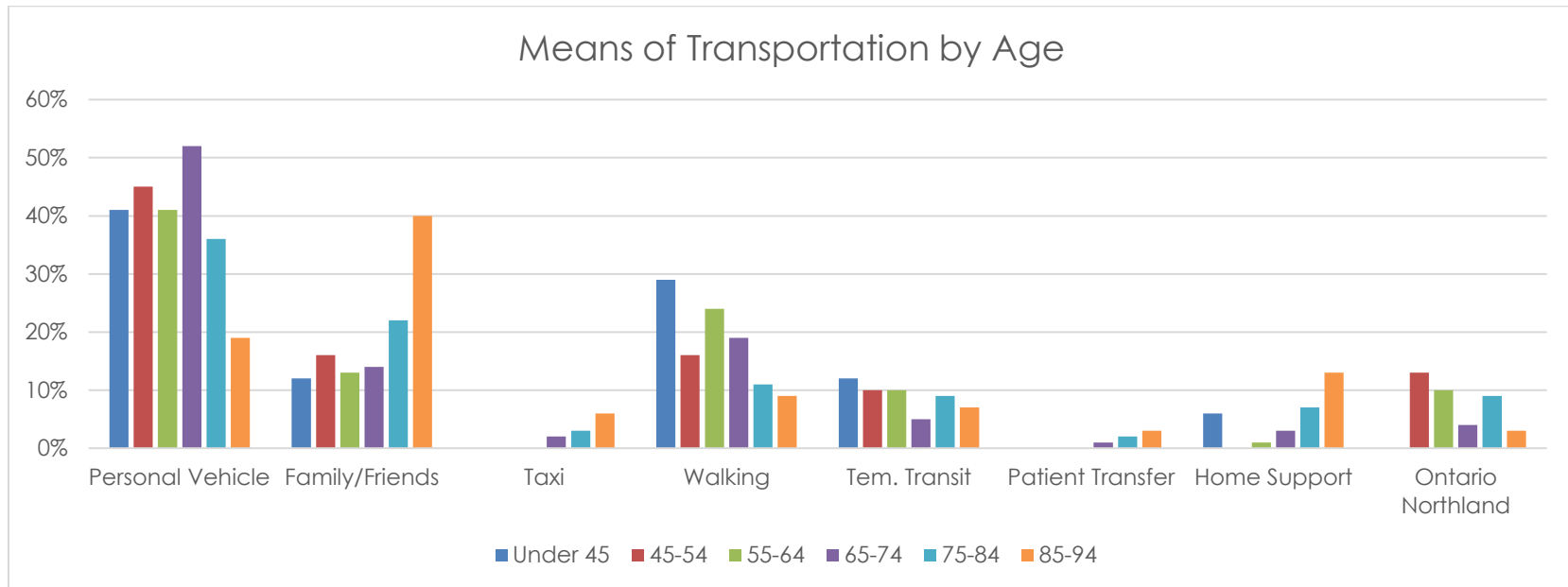
Respondents were asked to indicate the transportation they use most often. 256 respondents answered this question.





73% of respondents still utilize their personal vehicle for getting around. Interestingly, 36% depend on family and friends and another 30% walk to get where they need to go. 14% were using the public transit system.

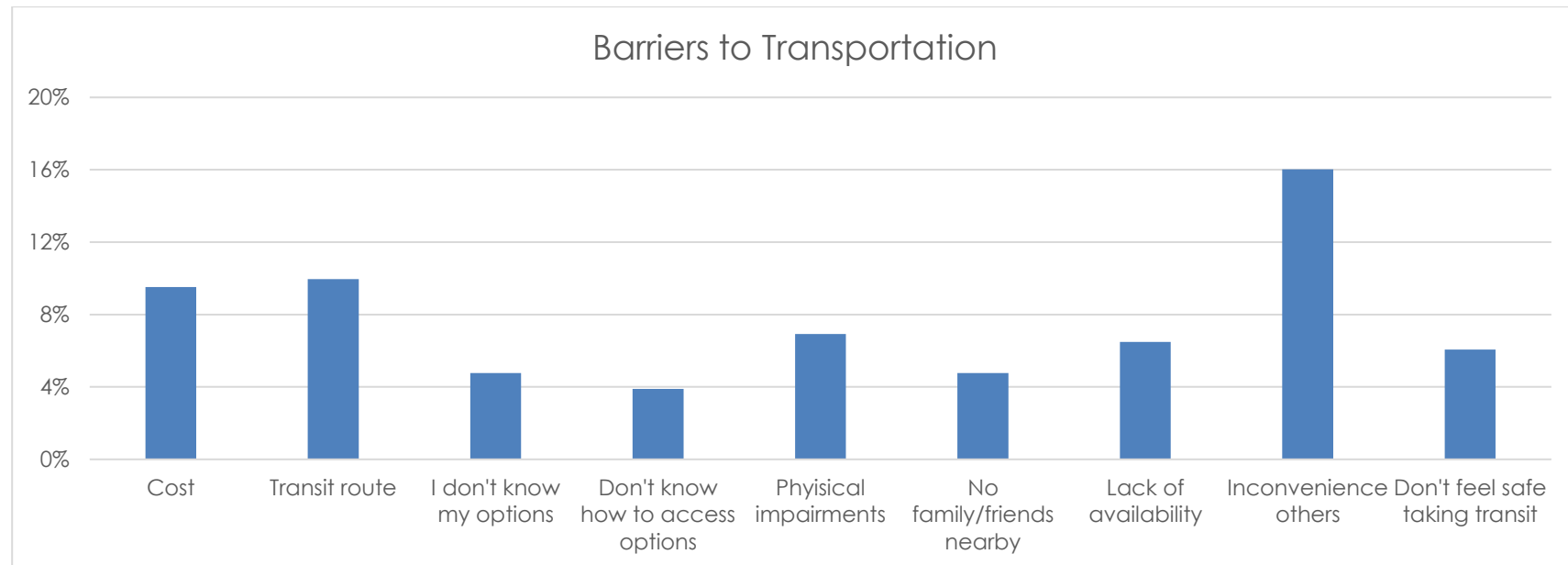
When broken down by age category, the chart below shows that older respondents drove less and were more dependent on family and Home Support services. Whereas younger respondents were more likely to drive, walk and use public transportation.



Respondents were asked to rate the transit service they used most often. Most respondents were confused by the questions and left it blank. For this reason, the question was removed from data analysis.

### Barriers to Transportation

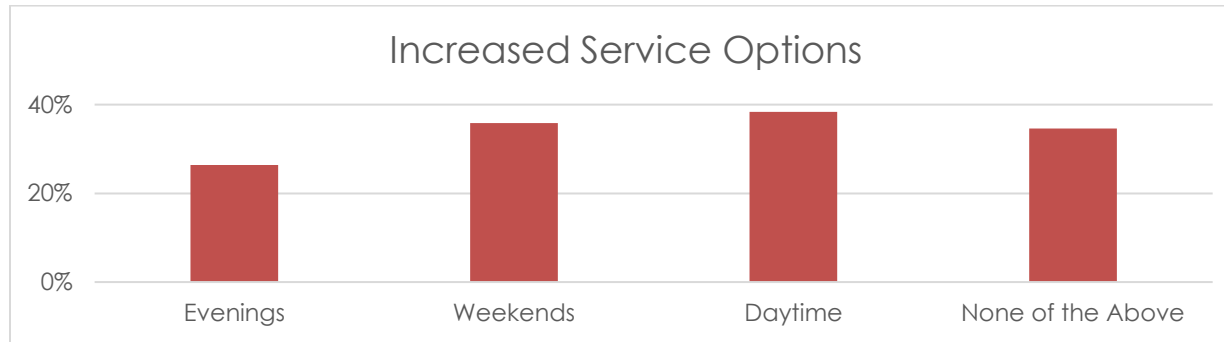
Respondents were asked to indicate what barriers they encounter with regard to transportation. 231 respondents answered this question.



59% of respondents indicated that they do not experience any barriers to accessing transportation. This makes sense considering how many older adults are still driving. Of those who indicated barriers, the top response was that they did not want to inconvenience others (16%). Another 10% indicated the transit route and 9.5% indicated cost as a barrier.

### Increased Services

Respondents were asked to indicate at what time of day they would like to see more services provided. 231 people answered this question.



Even though many respondents drove, they were still looking to see more options in the daytime (38%) and weekends (36%). Some respondents were looking for more services in the evenings (26.4%).

### Open Ended

91 respondents wrote comments with regards to transportation and these comments fell into 2 main themes.

#### 1. Need for Public Transportation Upgrades

Respondents were very happy that there is a public transportation system in Temiskaming Shores; however, they would like to see some changes made to the system. The route should continue to be expanded and the frequency of busses increased. Respondents would like to see stops added or moved closer to where older adults live, more benches and shelters at bus stops and increased snow removal at bus stops. Also, respondents needed more training on how to navigate the system and read the transit schedule.

#### 2. Increased Access to Transportation Services

Respondents indicated the need for more in town and out of town door to door transportation options. These options need to be affordable and provided at times convenient to older adults.

## Housing:

With regard to Housing there were 3 main themes that emerged.

### 1. Need for More Housing

Older adults feel there needs to be more geared to income and moderately priced units for older adults. The wait list for geared to income and market rate apartments is very long in New Liskeard and Haileybury. Many people indicated that they could afford a mid-priced option but none exist. There are several more expensive options but not many in between.

Older adults would like to see more 2 bedroom units and it is very important that they remain in the community where they live. They express the desire to live in senior only buildings.

### 2. Need for More Services to Allow Older Adults to Remain in their Home

Many older adults wish to stay in their own home; however, many need some assistance to do so. There needs to be subsidies for home renovations, taxes, snow removal, lawn maintenance as well as health and personal care services. Many older adults expressed the discrepancy between what they get from pensions and the government and the cost of maintaining a home. Without more assistance many older adults are forced to move into apartments where the maintenance costs are less.

### 3. Better Dementia/Palliative Care

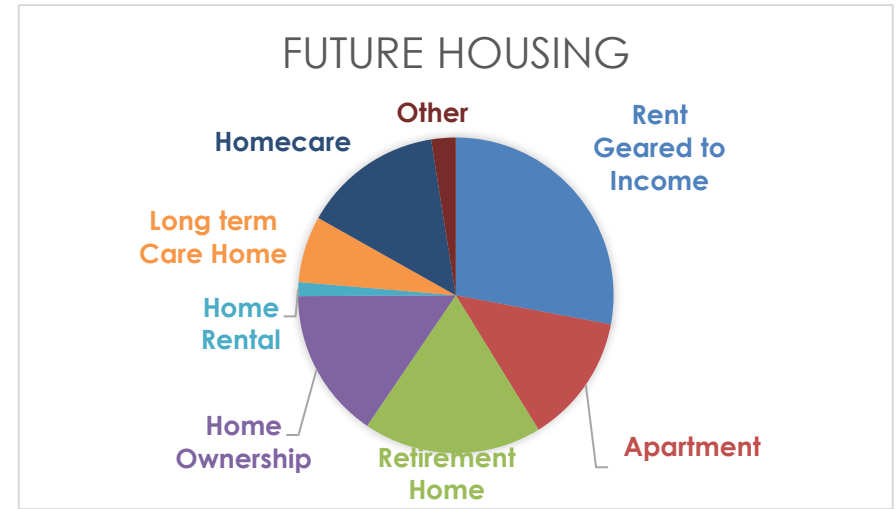
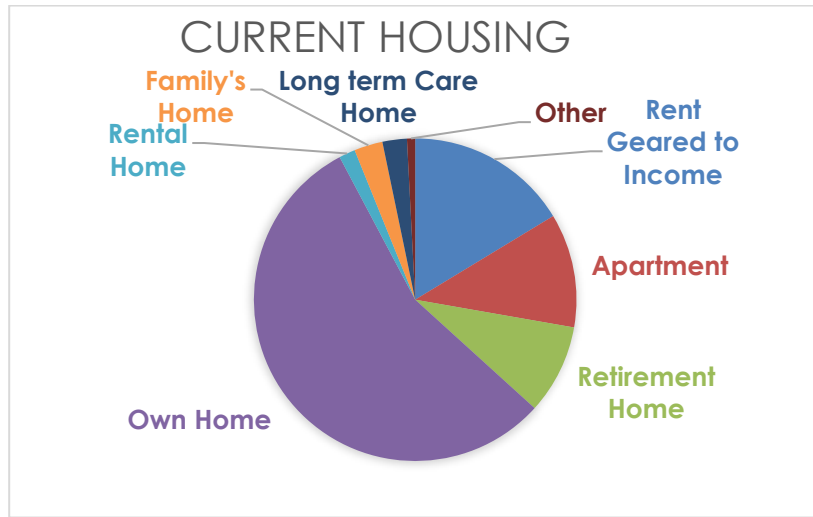
Some older adults would like to see the creation of a dedicated palliative care room or facility. Continuation of the Palliative Care Group is also required. There is also a need for a dedicated dementia wing in one of the two long term care facilities.

## Stage 2

The third section focused on the current and future housing needs of older adults.

### Housing Types

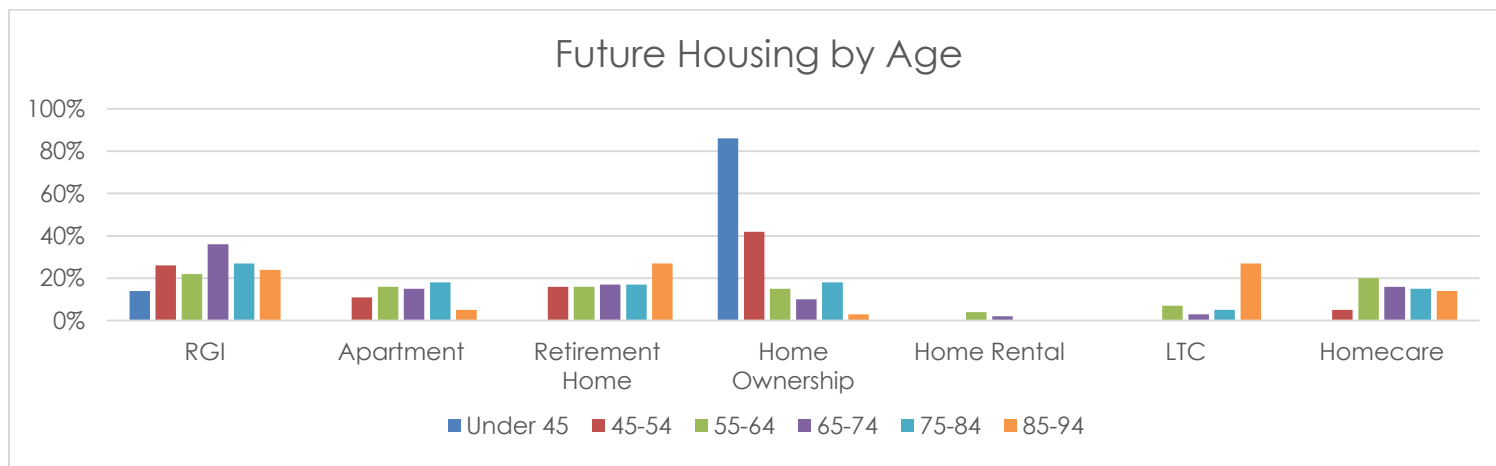
Respondents were asked to indicate the type of housing they currently live in. 241 people answered this question. Respondents were then asked to indicate their preferred type of housing as they age. 235 people answered this question.



In terms of current housing most respondents lived in their own home (56%). An additional 17% lived in rent-geared to income apartments, 12% in apartments and 10% in retirement homes. For those in the “other” category, respondents indicated that they lived in a trailer park.

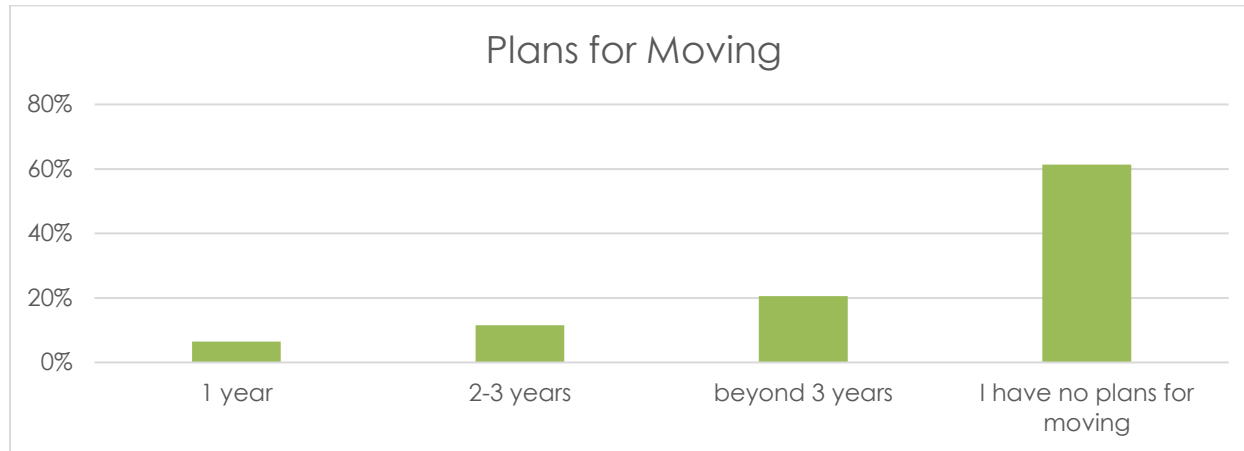
In terms of future housing there is a significant shift from predominantly home ownership to increased demand for rent geared to income, apartments, retirement homes, long term care and homecare.

When broken down by age, it becomes clearer that as people age they are looking to leave home ownership for residences that offer more care options and require less home maintenance.



The need for rent geared to income and apartments in general stays relatively stable. The need for homecare increases with the middle age groups. Long term care and retirement homes are cited by those in the oldest age groups.

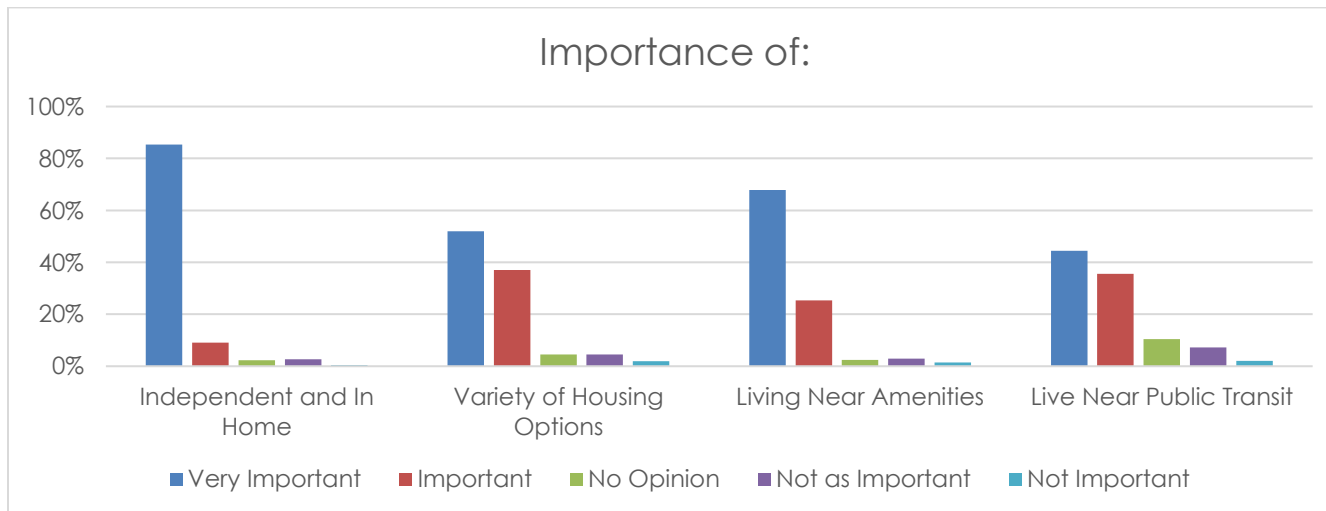
Respondents were also asked to indicate if they have plans to move. 233 respondents answered this question.

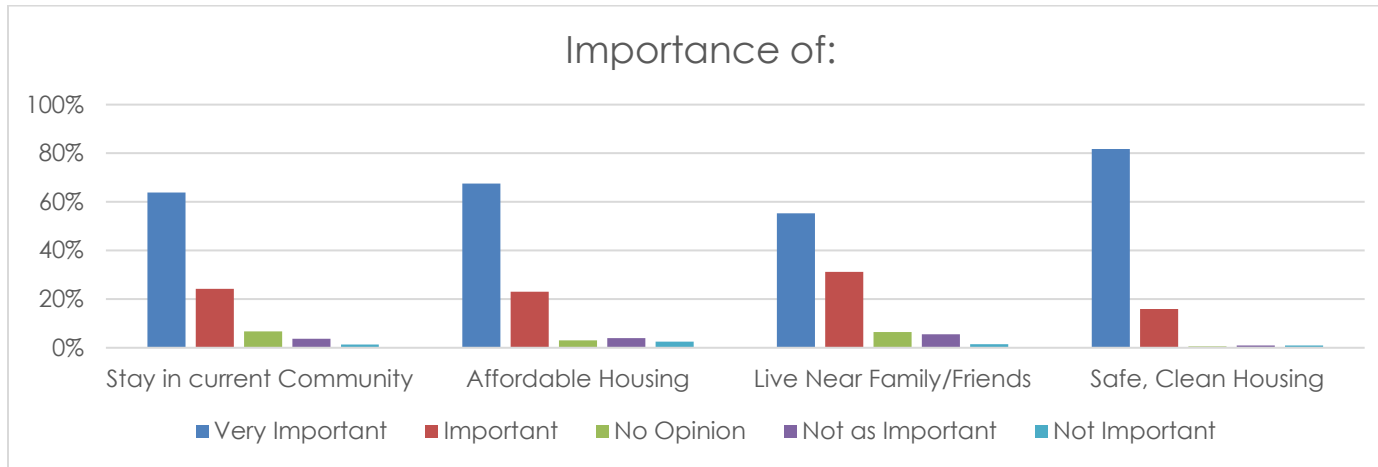


The majority of respondents have no plans for moving (61%) indicating that many older adults wish to stay in their own home as long as possible. Another 21% are wanting to move in the next 3 years, 12% in the next 2-3 years and 6% in the next year.

### Importance of Housing Features

Respondents were then asked to rate several items on a scale from 1 (very important) to 5 (Not Important).

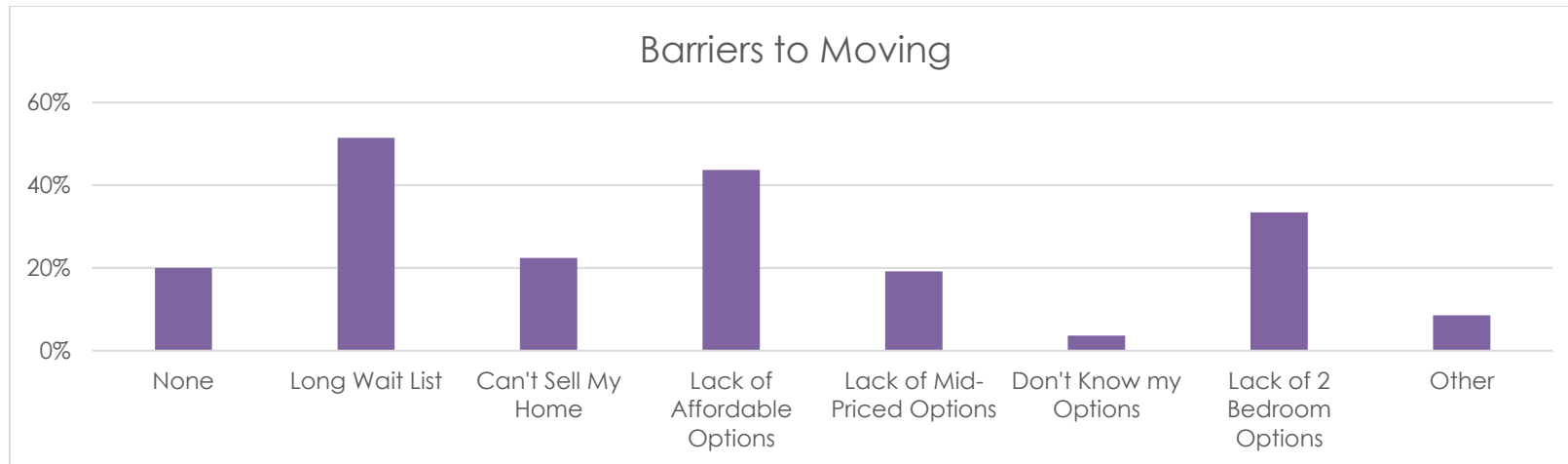




Though respondents indicated that all items were generally important, safe/clean housing and staying independent and in your own home ranked highest in terms of importance. It should be noted that respondents were not asked to rank the items against one another.

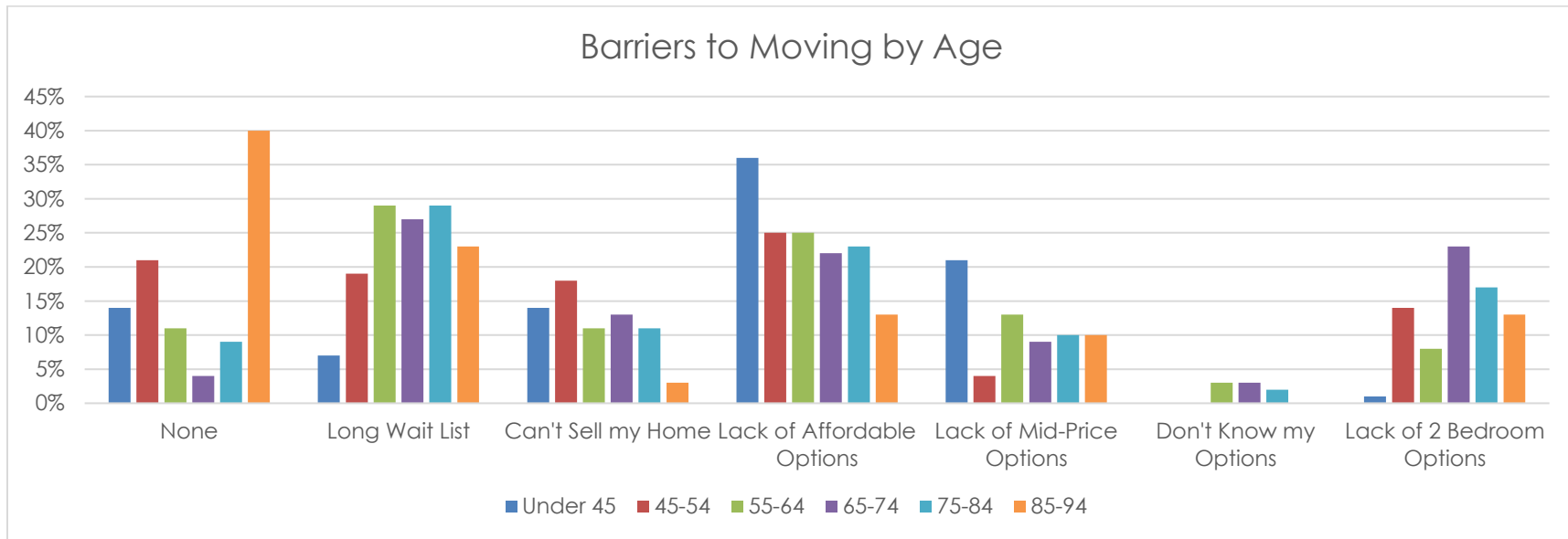
### Housing Barriers

Respondents were asked to indicate what barriers they worry about then thinking about moving. 245 respondents answered this question.



The biggest barriers indicated were: long wait list (51%), lack of affordable options (44%), lack of 2 bedroom options (34%) and can't sell my home (22%).

When broken down by age, there is a statistically significant difference when it comes to barriers.

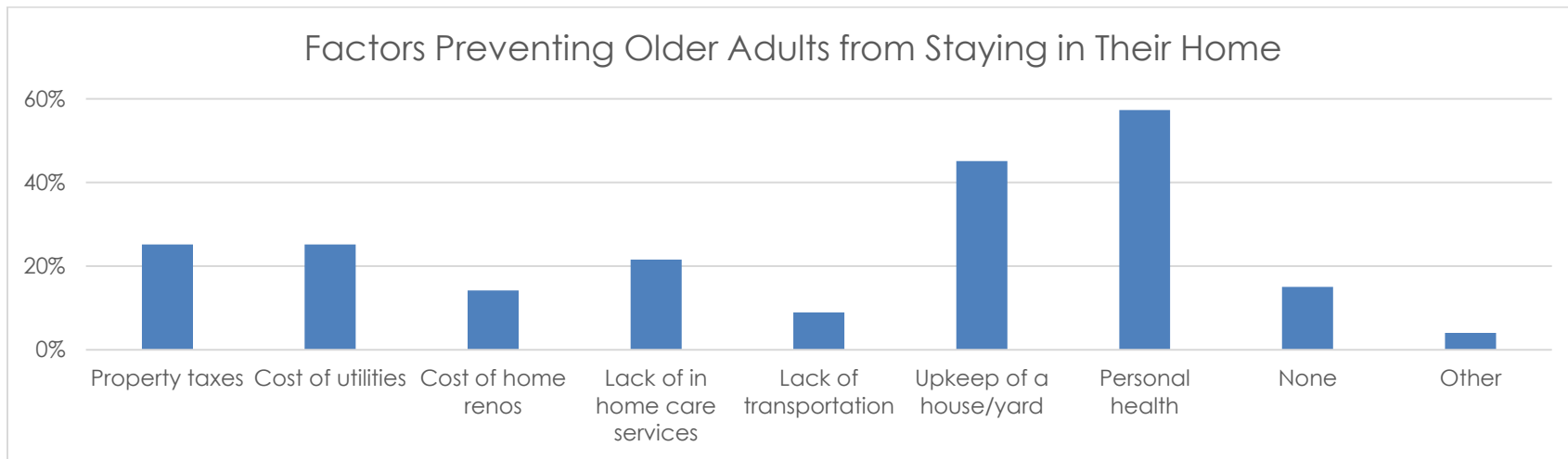


The oldest age group were less likely to worry in general, presumably because they are already living in the best housing option for them. The younger generations saw lack of affordable options and not being able to sell their home as bigger barriers. The middle age groups indicated the lack of 2 bedroom options and long wait lists as their biggest barriers. Some of the “other” barriers included: ability to have pets, lack of private rooms in nursing homes, resale value of house, no elevators in apartment buildings, lack of retirement homes, snow, health care and accessibility.

### Prevent Staying in Own Home

Respondents were also asked to indicate what might prevent them from staying in their own home. 246 respondents answered this question.





The main factor identified was personal health (57%) and upkeep of a house/yard (45%). Some of the “other” responses include: lack of services to do laundry etc., health of other family members, lack of elevators, losing driving licence, loss of spouse and distance from town.

### Open Ended

114 respondents left comments regarding housing. These comments can be summarized in two categories.

#### 1. Need for More Housing

Unfortunately, there is a long wait list for market rate and rent geared to income housing in Temiskaming Shores. There is a need for more units for low and medium incomes. Other suggestions are more 2 bedroom options, senior only buildings and more accessible features in buildings.

#### 2. Need for Increased Services

Respondents felt that the cost of living goes up yearly where the amount they get from the government stays constant. Older adults would like increased government assistance for snow and lawn maintenance, health care and home renovations to help them stay in their homes longer.

## Social Participation:

### Stage 1

There were 3 main themes that emerged when discussing social participation in Temiskaming Shores. It should be noted that social participation has been found to be associated with health and well-being.

#### 1. More Opportunities

Older adults are looking for more opportunities to get out and participate in a variety of activities including physical, social and intellectual. Some older adults are looking for an Older Adult Centre, and others are looking for activities closer to home. They are looking for more intergenerational opportunities and events during the day, evenings and weekends. Activities that accommodate individuals who speak both languages were requested.

#### 2. Better Coordination/Information

Many older adults felt they do not have enough information about the programs available to them and how to get involved. There are many amazing recreational opportunities in the area but lack of information and coordination make it difficult for older adults to participate. Cost and commitment are factors that can limit participation, especially in winter.

#### 3. Transportation

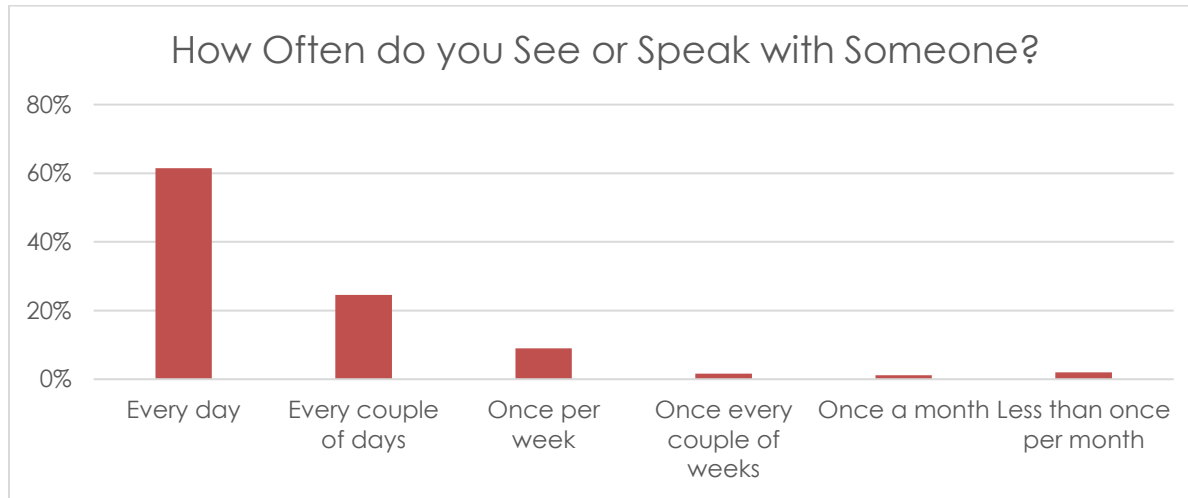
Many older adults express that they cannot participate due to lack of transportation. There needs to be more coordination and activity times need to be coordinated with transit schedules. Benches for those who walk to activities is a must. Older adults outside the immediate area find transit very difficult to get into town for activities.

### Stage 2

In this section respondents were asked to think about their participation in leisure, culture, sport and religious activities both now and in the future.

#### Isolation

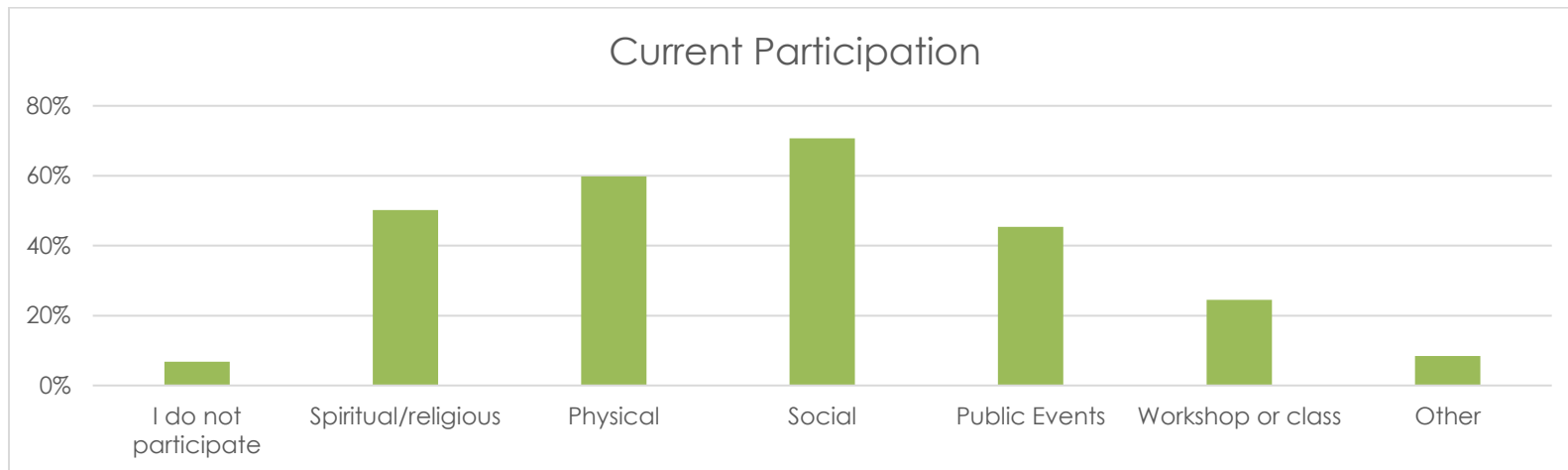
Respondents were asked to indicate how often they see or speak with another person. These questions were aimed at understanding isolation in the community.



Just over 60% of respondents spoke with someone daily and another 25% spoke with someone every couple of days. The survey did capture 5% of respondents who spoke with someone less than once per week.

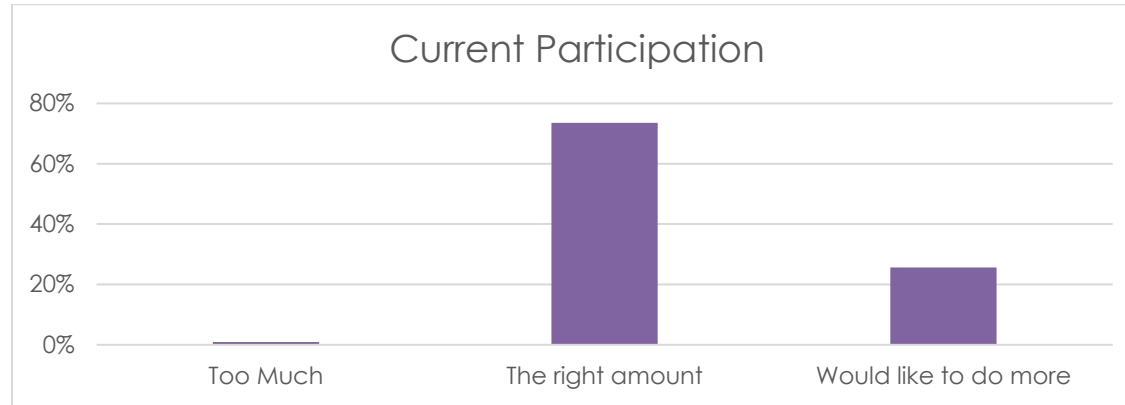
#### Current Participation

Respondents were asked to indicate what types of activities they currently participate in. 249 respondents answered this question.

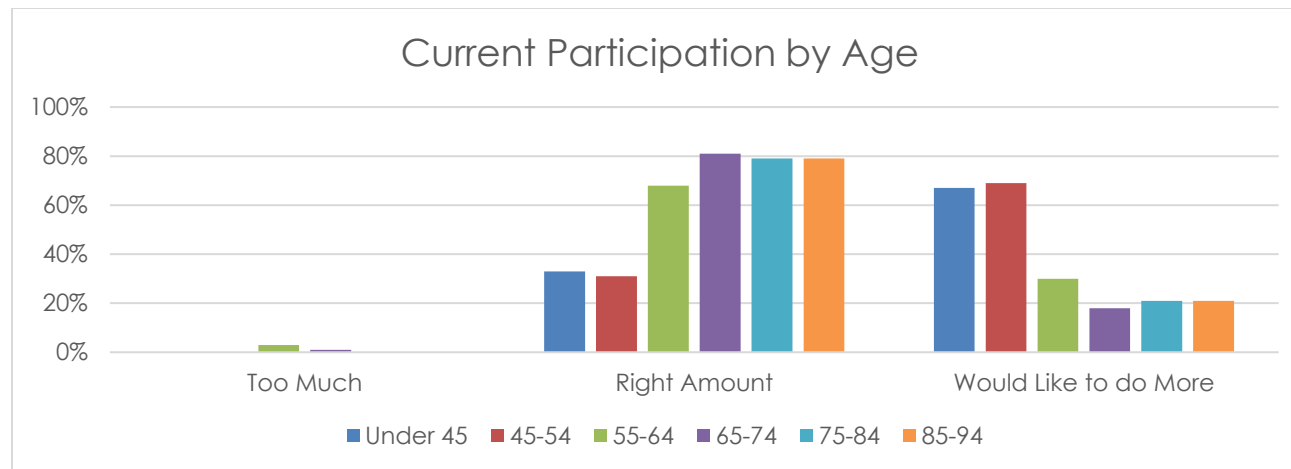


Only 7% of respondents indicated that they do not participate in any activities. The most common responses were social (71%), Physical (60%) and spiritual (50%).

Respondents were asked to indicate if they are doing too much, the right amount or not enough activity at this time. 227 respondents answered this question.

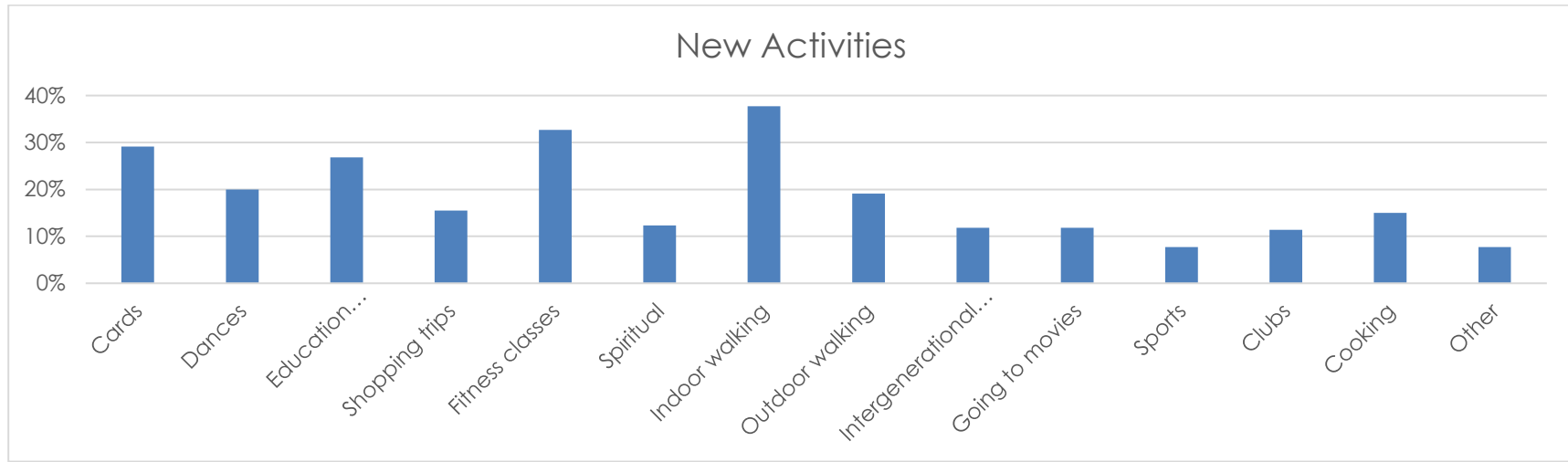


Most respondents indicated that they are doing the right amount (74%); however, 26% would like to do more. When we break it down by age, the younger age groups are more likely to say they would like to do more where the older age groups are more likely to indicate they are doing the right amount.



### Different Activities

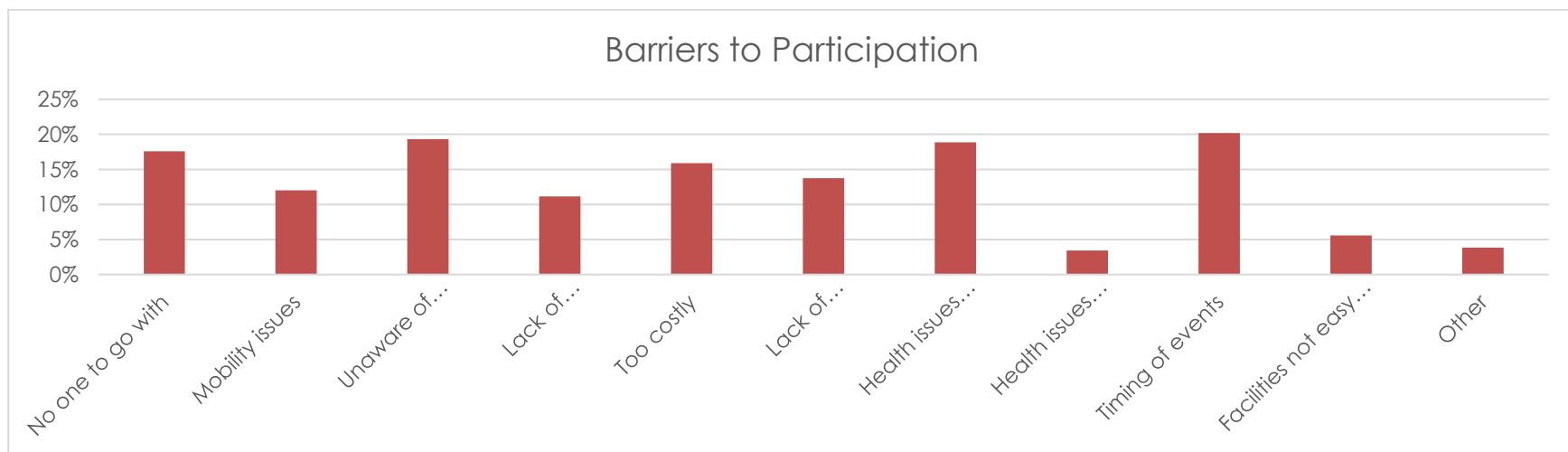
Respondents were asked to indicate what types of activities they would like to see more of in the community. 220 people responded to this question.



The most popular new activities were indoor walking (38%), fitness classes (33%), cards (29%), educational workshops (27%) and dances (20%). It should be noted that many activities mentioned were popular, indicating the need for a variety of activities. Responses in the “other” category included: bus trips, craft clubs, entertainment by the lake, gardening, theater, etc. More investigation is needed to determine if these activities are lacking or if they are available but not well known.

### Barriers to Participation

Respondents were asked to indicate what prevents them from participating in the activities they would like to. 233 people answered this question.



31% of respondents indicated that there are no barriers to participation. The top barriers reported were timing of events (21%), unaware of activities (19%), physical health issues (19%) and no one to go with (18%). The “other” category included: other obligations, work, winter season, gap in French programs, etc.

### Open Ended

71 respondents left comments in the open ended section. These comments revolved around 2 key areas.

#### 1. Need for More Opportunities

Respondents were looking for easy to access, affordable recreation opportunities. A better variety of activities available in both languages was expressed. Some respondents wanted to see more daytime activities because they do not drive at night whereas others wanted to see more evening activities as they work during the day. Some respondents want to see the location of activities spread out throughout the community whereas others would like to see an older adult drop in center.

#### 2. Better Coordination/Information

Most respondents had one of two comments. “There is always a lot going on with this community” or “not much available”. For those who were well linked to the community, knowing where to find recreation was easy. However, many people had no idea where to look. A more coordinated approach to recreation opportunities was identified as a need.

## Respect and Social Inclusion:

### Stage 1

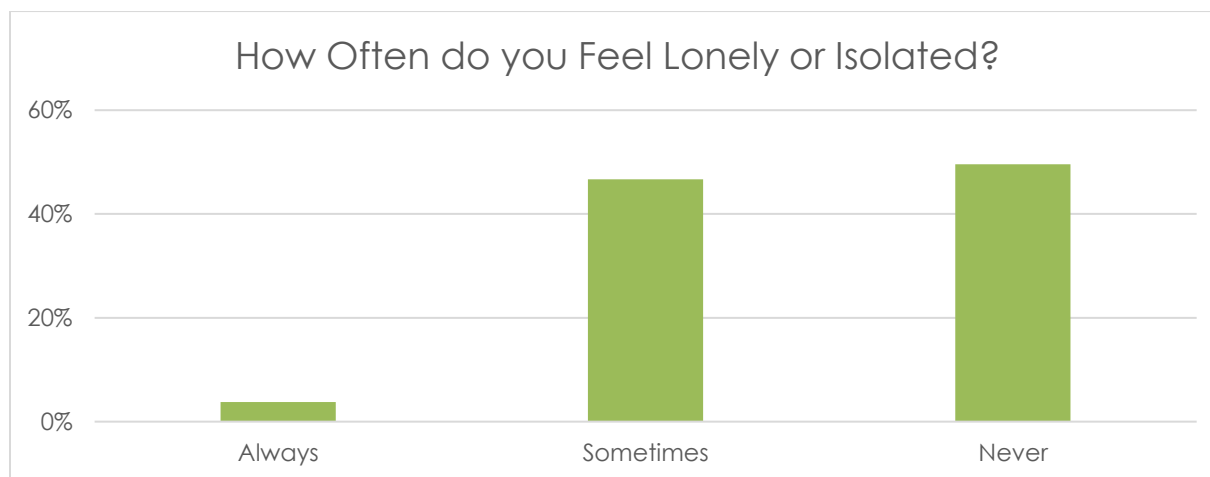
With regards to respect and social inclusion most of the feedback has been quite positive. Older adults love living in Temiskaming Shores and feel included in the community. Most older adults indicated that they are not treated disrespectfully in the community due to their age. However, some older adults feel that the younger generation can be disrespectful. Most older adults were very appreciative of being consulted.

### Stage 2

In this section questions were asked to better understand how respondents felt in the community.

#### Loneliness and Isolation

The first question asked how often respondents felt lonely or isolated. A total of 240 respondents answered this question.



50% of respondents said they never felt lonely or isolated and another 47% indicated they sometimes felt lonely or isolated. 4% said they always felt lonely and isolated.

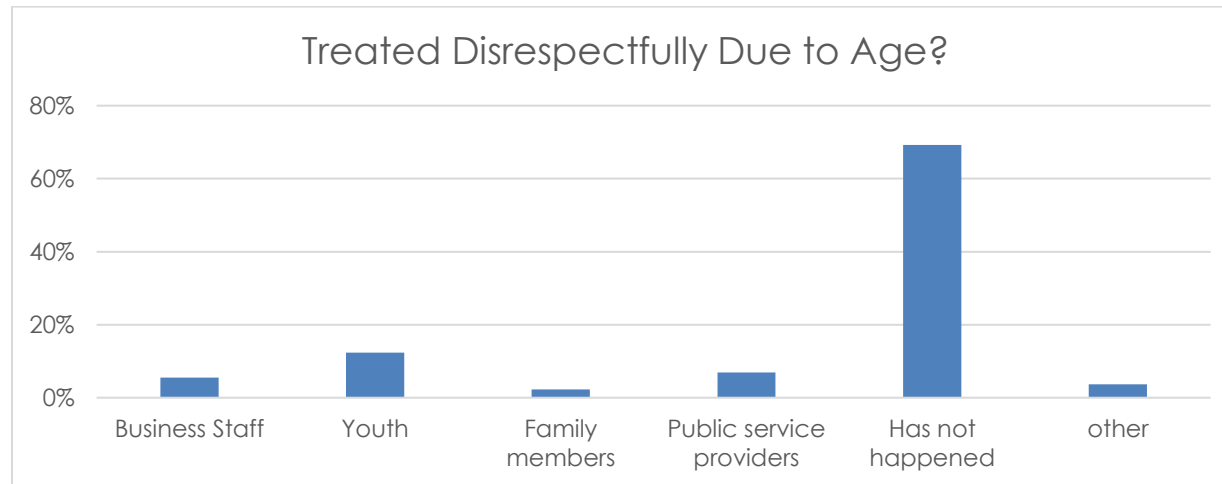
#### Valued and Respected

Respondents were asked to indicate if they felt valued and respected as a resident of Temiskaming Shores. 235 respondents answered this question.



87% indicated that they felt valued and respected most of the time. Only 11% indicated “not usually” and 2% said “no”.

Respondents were then asked to indicate who, if anyone, treated them disrespectfully due to their age. 218 respondents answered this question.

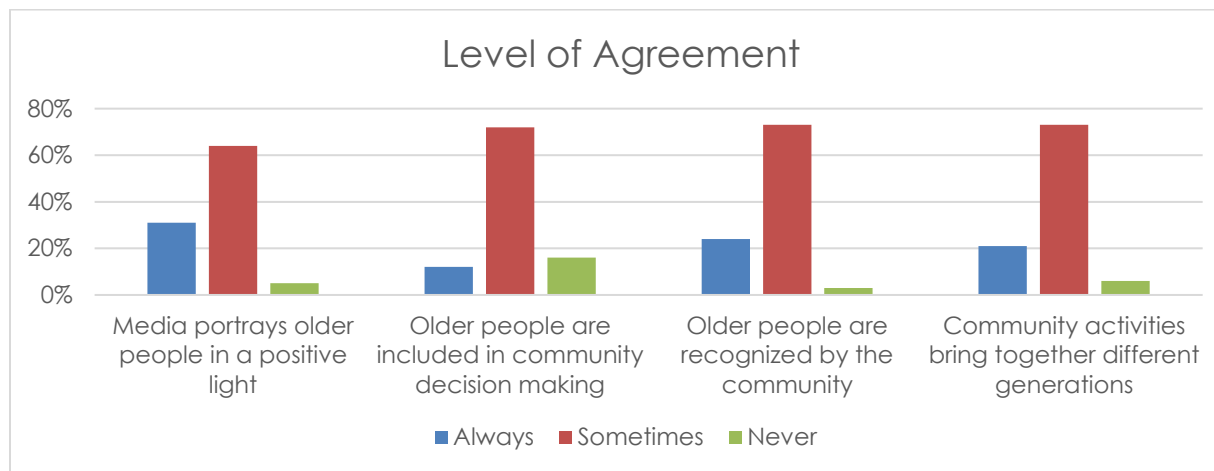
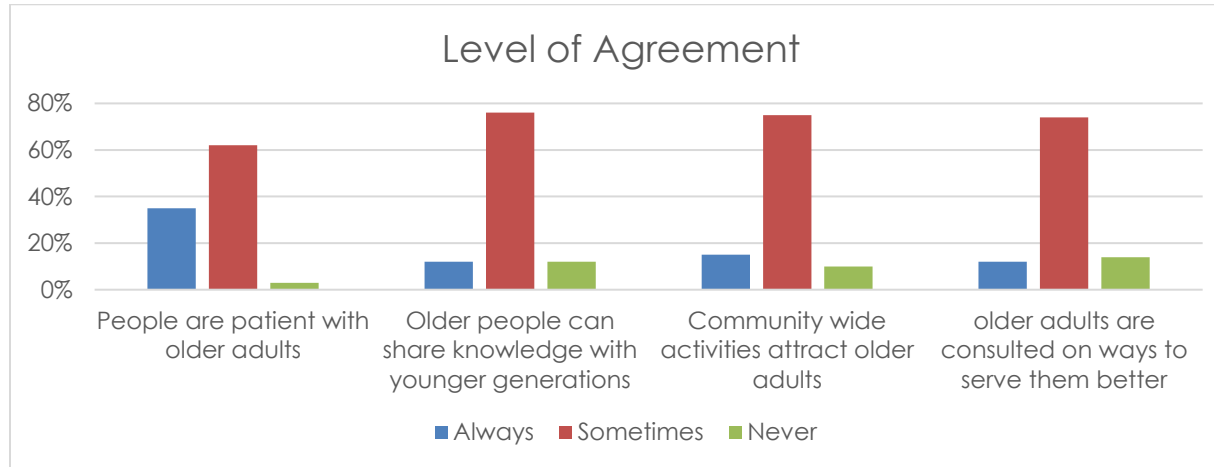


69% indicated that this has not happened. For those who felt they were treated disrespectfully, 12% said it was by youth, 7% by public service providers and 6% business staff.

Factors of Inclusion



Respondents were asked to indicate their level of agreement with a variety of questions. Most respondents chose sometimes for all of the items. The use of the words “always” and “never” seemed to be too extreme for many people.



Open Ended

Only 41 people left written comments and most were very positive. Respondents were happy with the way they are treated in the community and love living here. Many respondents indicated their appreciation for being consulted on matters pertaining to them. A few comments discussed some issues with youth.

## Civic Participation, Volunteering and Employment:

### Stage 1

This section includes 3 areas that have been separated below.

#### Civic Participation:

##### 1. *Voting*

Older adults who do not drive find it difficult to get to polling stations but feel voting is very important.

#### Employment:

##### 1. *More Skills Training*

There was not extensive discussion surrounding employment due as many who participated in the survey were retired. However, older adults find they need more skills training as the introduction of technology has changed the work environment. Older adults are also looking for more flexible hours.

#### Volunteering:

##### 1. *Need for Volunteers*

Many older adults would like to see a network of volunteers created to assist older adults. Ideally there would be a number older adults could call and connect with a volunteer. The volunteer could assist with anything from light housework to just being a companion or driving to appointments. High school students could be utilized to help with things like leaf raking or snow shoveling that could be used towards their volunteer hours.

##### 2. *More Coordination and Recognition of Volunteers*

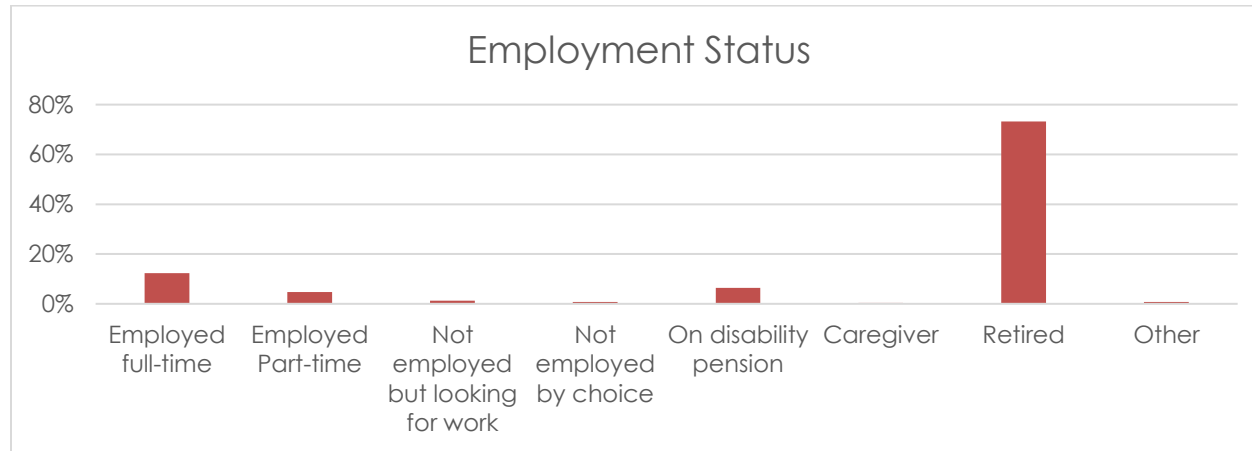
Many older adults volunteer extensively. However, there are a group of older adults who would like to get involved but are not sure how. Older adults would like a more coordinated approach to volunteer opportunities such as volunteer board or 1-800 number. Older volunteers also feel that they should be recognized for their contributions and be given enough training to do their job well.

### Stage 2

This section of the survey was split into 3 sections: Employment, Civic Participation and Volunteering.

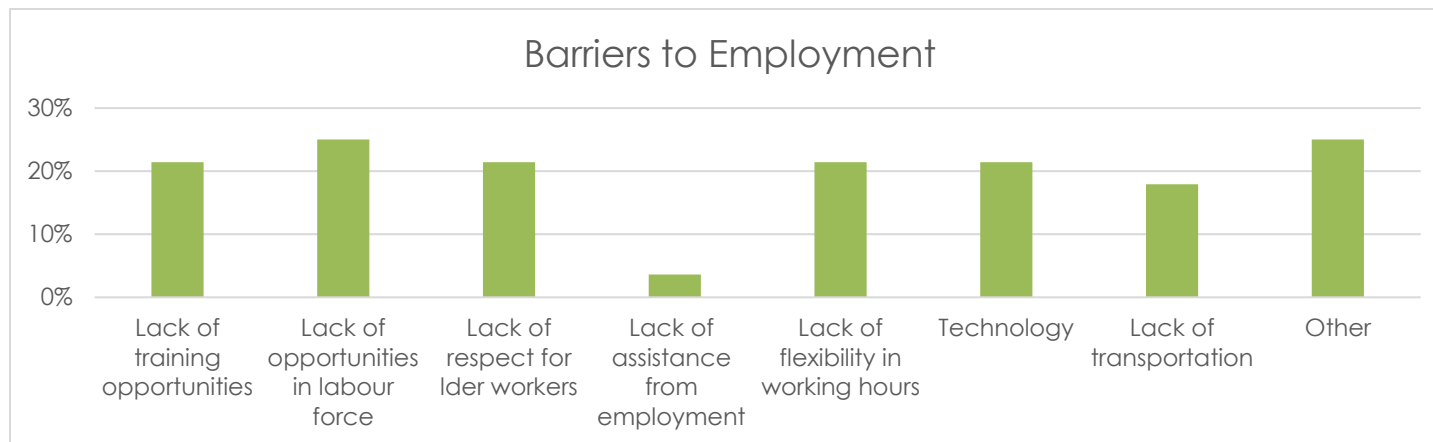
#### Employment

Respondents were asked to indicate their current employment status. 236 people answered this question.



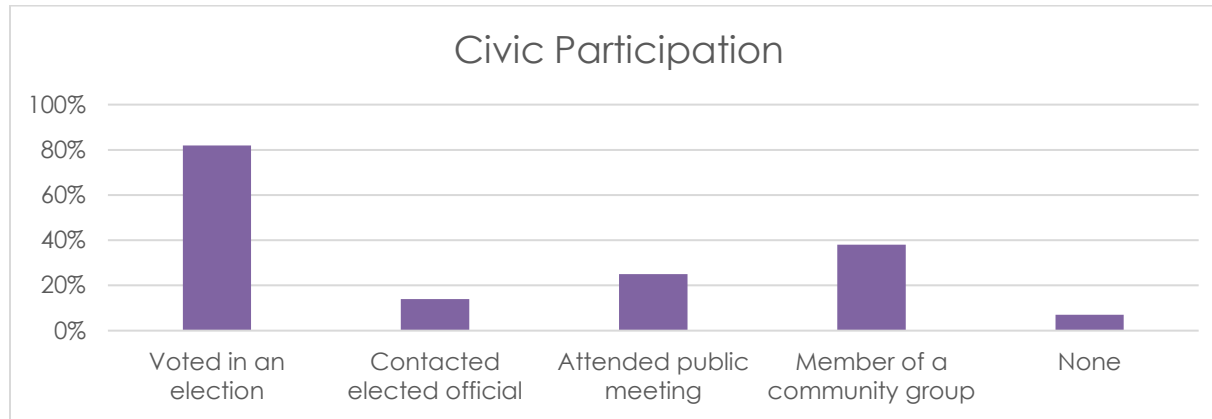
The majority of respondents were retired (73%). There were some respondents that were employed (17%) and on disability pension (6%). Due to a very limited number of respondents who were employed, more research may need to be completed to better understand older workers in the area.

Respondents were then asked to indicate what prevents them from finding work. The number of respondents was only 28 for this question and therefore the data is not very reliable. However, the data is presented below.



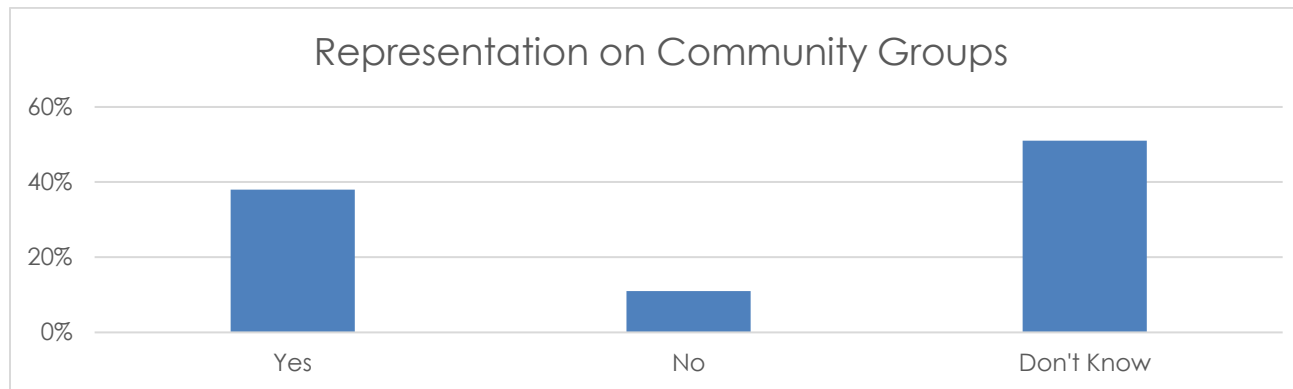
### Civic Participation

Respondents were asked to indicate their involvement in several civic activities over the last year. 236 people answered this question.



82% of respondents voted in the last election. Almost 40% were a member of a community group.

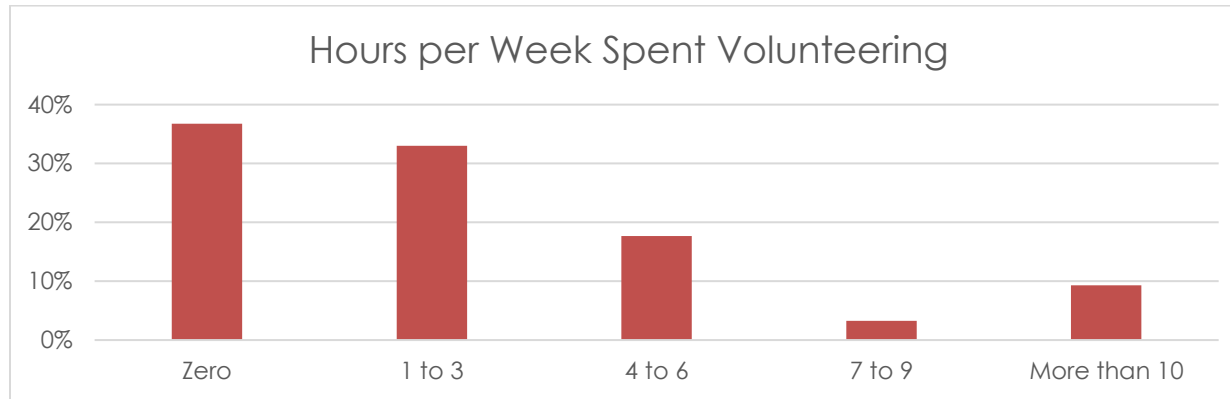
Respondents were asked if they felt older adults are represented on community groups. 218 respondents answered this question.



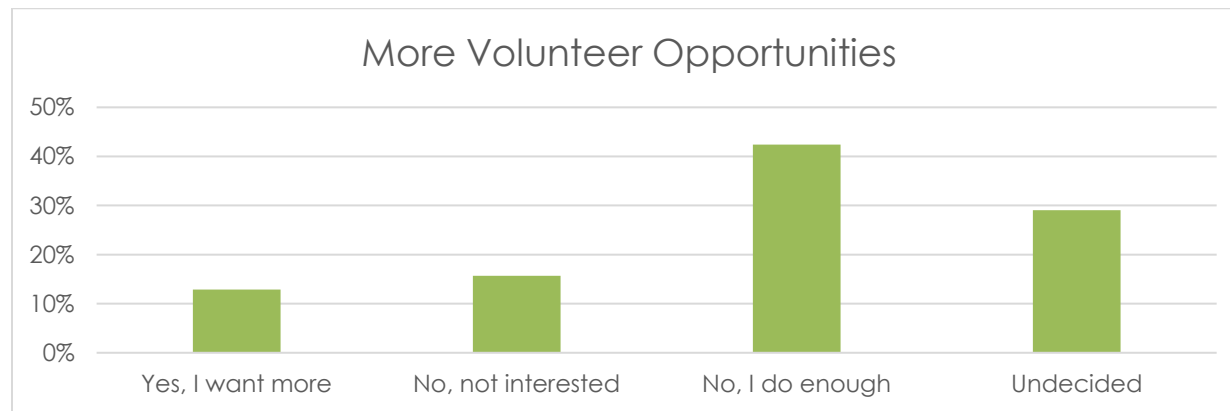
38% of respondents said yes whereas only 11% said no. 51% have no idea, most likely because many community groups do not often list their members or their ages.

### Volunteering

The final part of this section focused on older adult volunteers. Respondents were asked to indicate first how many hours per week they spend volunteering and second if they are looking for more volunteer opportunities. 215 and 217 people responded to these questions respectively.

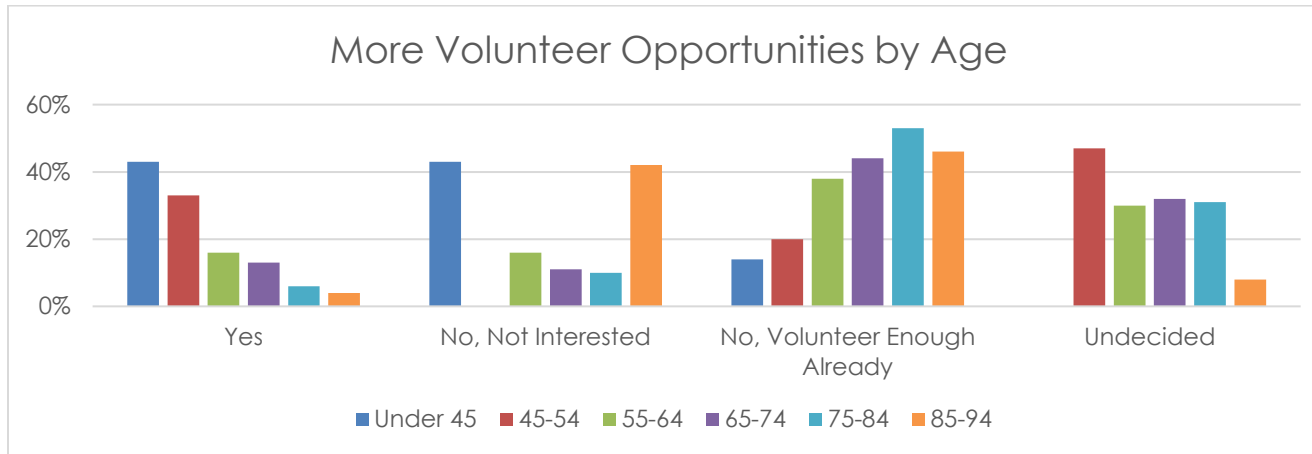


37% of respondents do not volunteer. This is not surprising considering the health and mobility declines some experience as they age. Of the remaining 63%, about half volunteered 1 to 3 hours per week (33%). An amazing 9% of older adult's volunteer more than 10 hours per week.



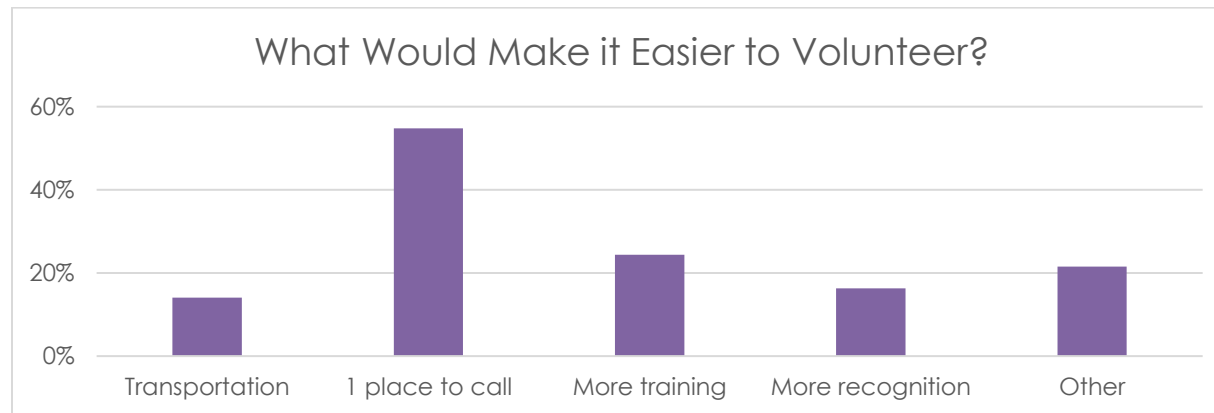
It is not surprising that 43% of respondents feel they volunteer enough already given the number of respondents who already volunteer much of their time. However, there was 13% who are looking to volunteer more and another 29% that are undecided.

When broken down by age group, there was a statistically significant difference among the age groups with regard to wanting more volunteer opportunities.



Older respondents were more likely to say they are not interested or volunteer enough already. The younger age groups were more likely to indicate that they are looking to volunteer or are undecided.

Respondents were then asked to indicate what would make it easier for them to volunteer. 135 people answered this question.



55% of respondents indicated that having one place to call for volunteer opportunities would be the biggest help. This echoes what was found in the Cultural Plan. In terms of “other”, the most common responses were better health and more time.

### Open Ended

56 people left comments at the end of the section and most pertained to volunteering. There was a perceived need for more coordination and information about volunteer opportunities. Respondents also mentioned the need for younger volunteers to help out older adults and the need for more training and appreciation for older adults.

## Communication and Information:

### Stage 1

With regards to Communication and Information there were two (2) main themes that arose. It should be noted that communication was brought up in most of the other sections. Specific information on communication can be found in those sections as it was found to be quite important. Below are some general communication comments that came up through the public consultation process.

#### 1. More Coordinated Approach to Communication

Currently older adults are not sure where to find information as each organization provides their own information in their own way. Older adults would like to see a Community Guide or similar service that outlines services available and who to contact about the services. They would like to see a calendar of events pertaining to older adults or a person they can talk with. It is important to use a variety of methods to reach older adults as this generation is diverse in their comfort with the internet versus print media.

#### 2. Increased Information Sharing

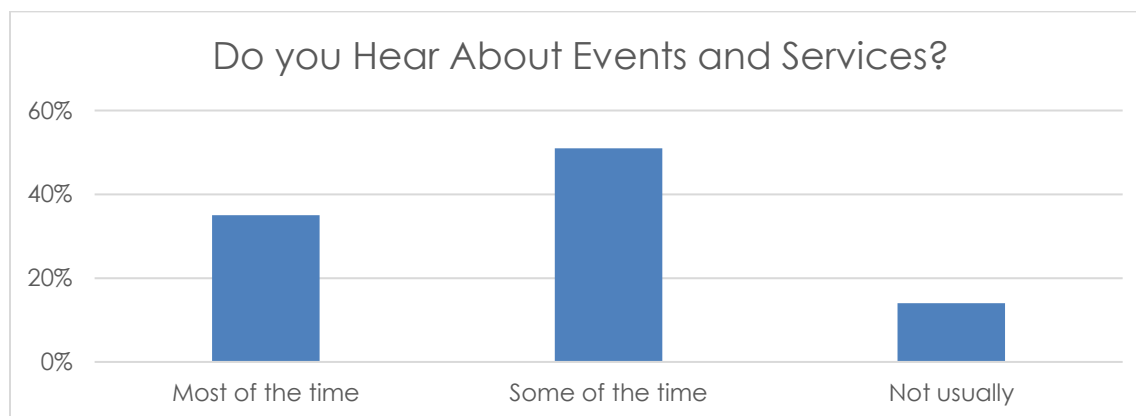
Older adults need more information about services and programs available to them. As older adults experience new life events as they age they are not sure what's available to them and not sure who to ask.

### Stage 2

This section of the survey focused on information and how it is distributed to the public.

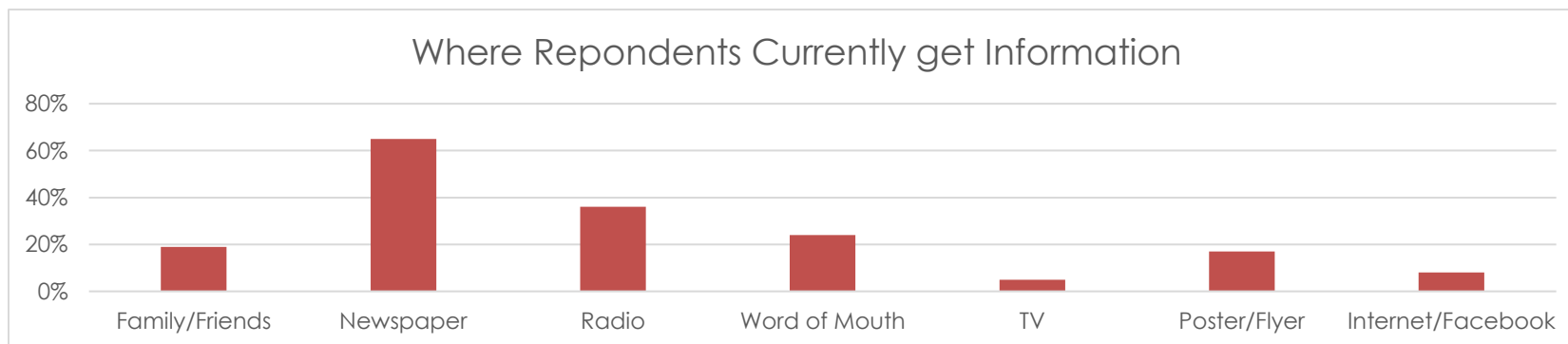
#### Finding Out About Events/Services

The first question asked if respondents hear about events and services in the community. 229 people answered this question.



Just over half of the respondents indicated that they sometimes hear about events and services. 35% indicated that most of the time they hear about events and 14% do not usually hear about events and services.

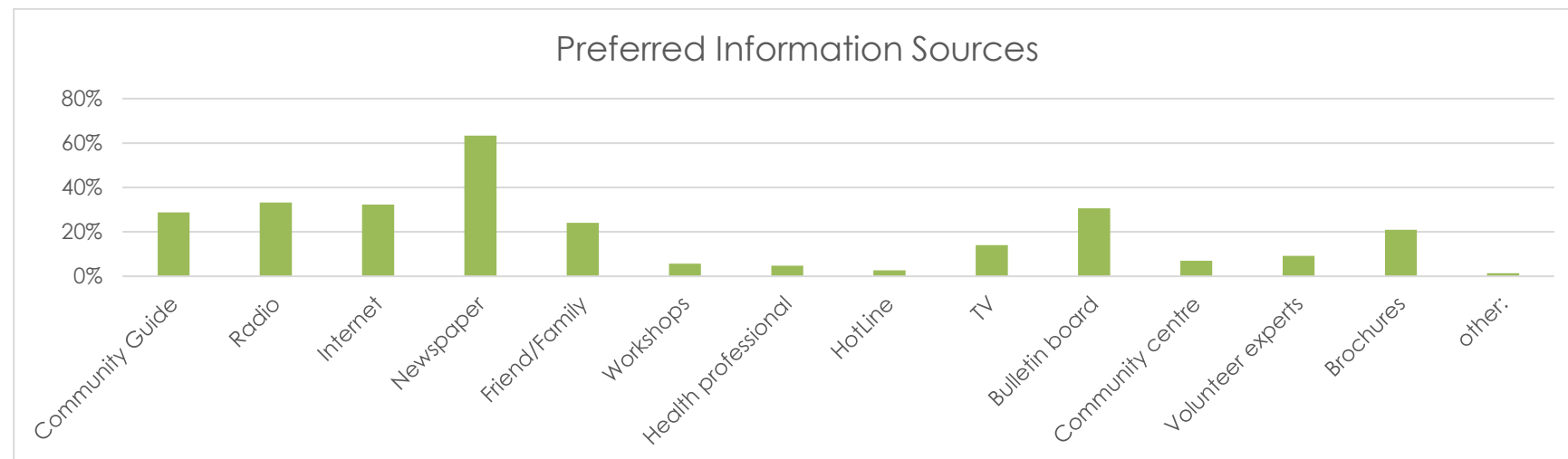
The second question was open ended for respondents to indicate where they usually get their information. 183 respondents answered this question.



65% of respondents get their information from the local newspaper and another 36% from the radio. Word of mouth and speaking with family and friends accounted for 44% combined.

### Preferred Information Sources

Respondents were then asked to indicate where they would like to get their information from. 229 respondents answered this question.

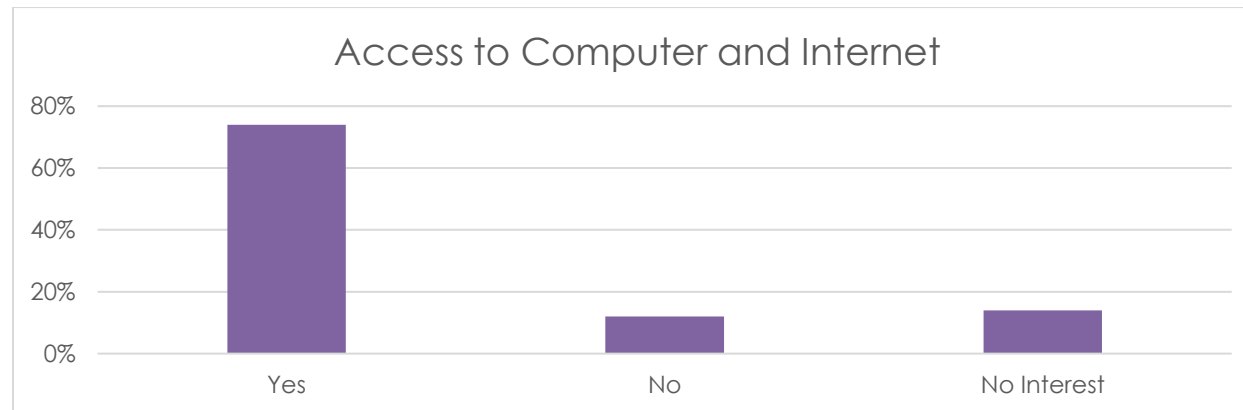




The top responses were: newspaper (63%), radio (33%), internet (32%), bulletin board (31%), and Community Guide (29%). It is interesting to note that given the age of the respondents how popular gaining information over the internet was. It is expected that this percentage will increase as the younger generations age who are even more familiar with the internet.

### Access to Computer and Internet

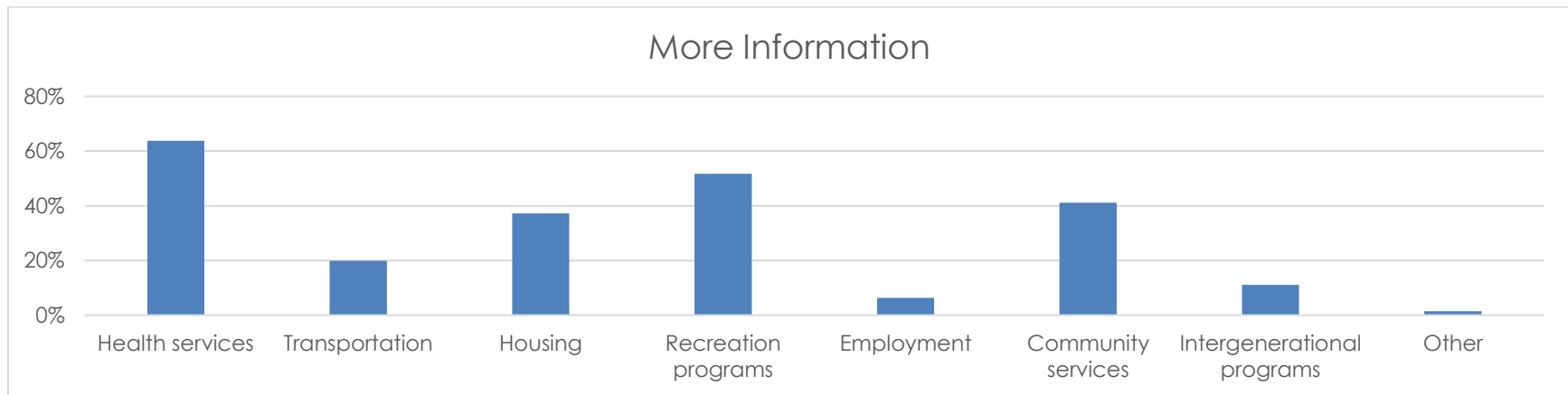
Respondents were asked to indicate if they are able to access a computer and internet. 235 people answered this question.



Interestingly, 74% of respondents had access to a computer and internet. Even though the vast majority of older adults had access, they still prefer gaining information from print sources; however, this trend should be monitored closely to ensure needs are being met and as new generation of older adults retire.

### Additional Information

Finally, respondents were asked to indicate what areas they want more information on. 207 respondents answered this question.



Respondents indicated they want more information on health services (64%), recreation (52%), community services (41%) and housing (37%).

#### Open Ended

46 respondents left open ended comments. Most comments were about needing more information, such as a calendar or comprehensive guide. Many people indicated the need for coordinated information to make it easier for older adults to learn about and find information. This information should be provided in both languages and reflect the cultural needs of all residents.

## Community Support and Health Services

### Stage 1

There were 5 themes that emerged with regard to Community Support and Health Services. Several themes overlap with other areas due to the interrelated nature of support and housing, transportation and information.

#### 1. Better Coordination of Services and Information

Many older adults are not aware of programs and how to access them. There is a lot of confusion surrounding who provides what services and which require/do not require a doctor's referral. Providers need to work together to make the system easier to navigate and provide information together instead of in silos. The internet is not yet the best way to reach older adults and 1-800 numbers can be very confusing. There needs to be avenues where older adults can speak with a person about their needs and services available.

#### 2. More Doctors and Specialists Locally

Unfortunately, there is a shortage of doctors in the area, creating a situation where the Emergency department is the only way some older adults can seek medical care. The City should continue to seek new doctors for the area. Though some specialists make the trip to the Temiskaming Hospital more often residents need to commute to Sudbury, North Bay, etc. for specialist's appointments. Though there are government grants to assist with the cost, these trips can be very stressful and costly for older adults.

#### 3. More Services and Increased Time per Visit

There is a need for more in-home care services to help older adults remain independent longer and avoid unnecessary trips to the emergency room. Older adults would like more time allotted to them for in home assistance as appointments feel rushed. Older adults would like more guidance for those who do not qualify for assistance in finding private services.

#### 4. Dedicated Palliative Care

Again the need for hospice palliative care services was outlined.

#### 5. Transportation

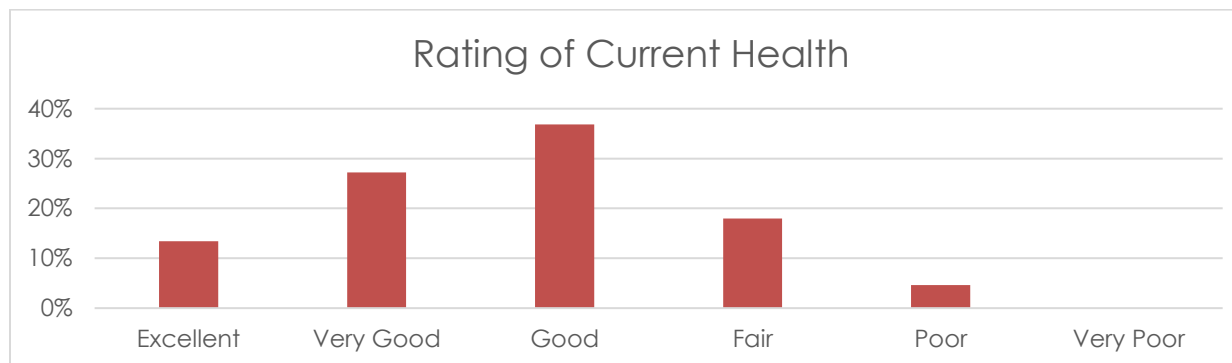
It continues to be an issue for older adults to get to both in town and out of town medical appointments. It can be quite expensive to make trips for medical appointments. Older adults would like to see a volunteer program similar to that run by the cancer care society to assist in getting to appointments.

## Stage 2:

The final section asked questions about service available to help older adults stay independent and healthy.

### Current Health

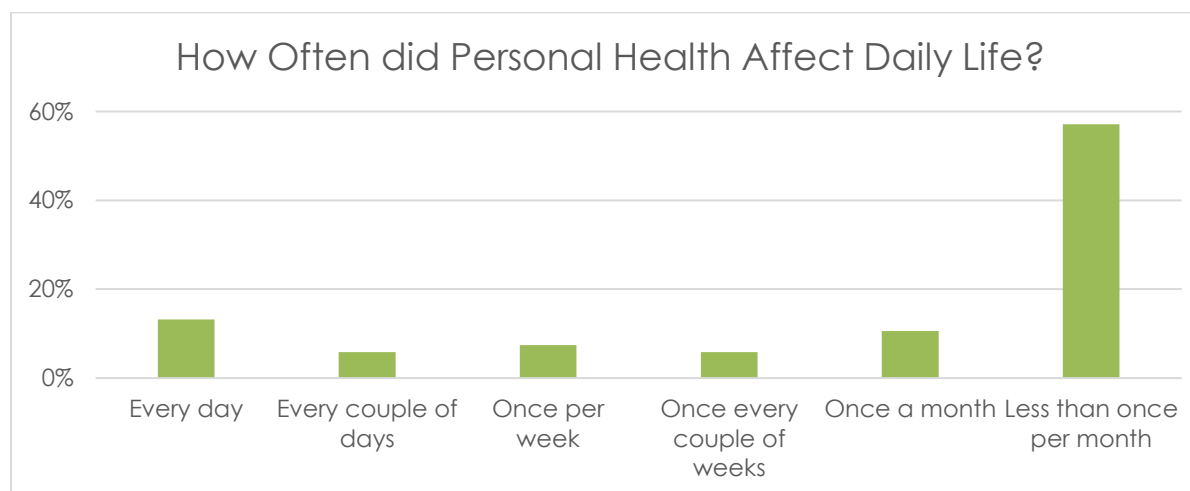
First, respondents were asked to rate their current health. 239 respondents answered this question.



There was a good distribution of ratings of current health. This indicates that the survey gathered information from a variety of residents. The majority of respondents indicated that their health is good (37%), very good (27%) or fair (18%).

### Effect of Poor Health

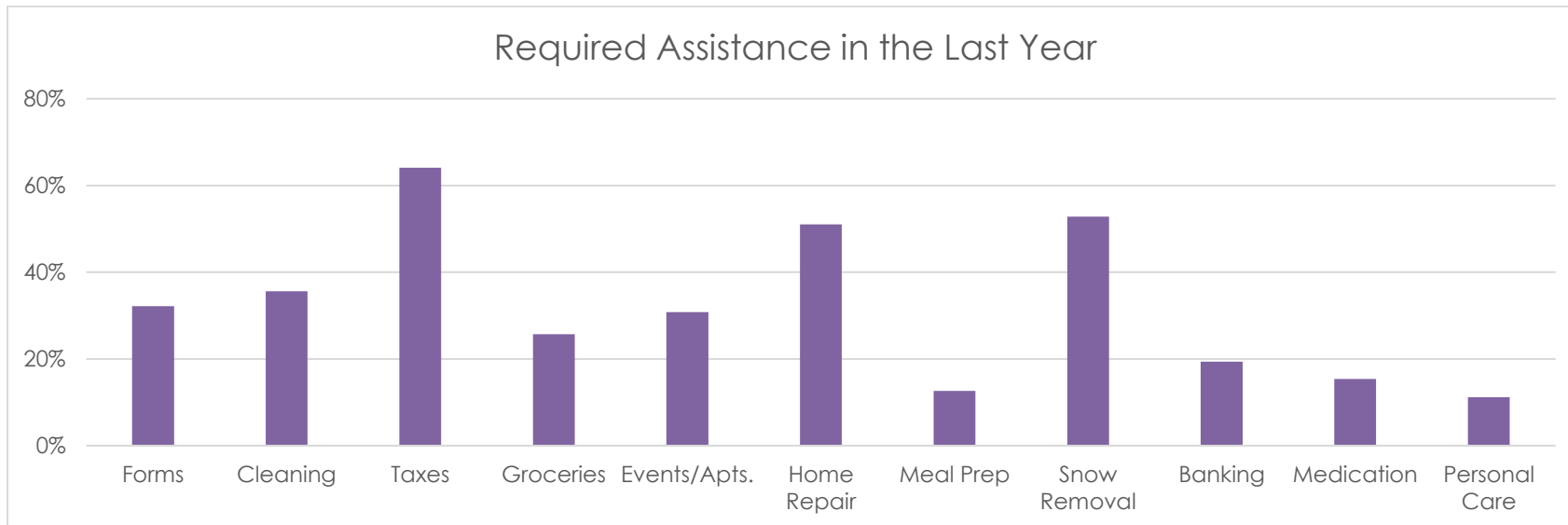
Respondents were then asked to indicate how often poor health kept them from doing usual activities. 189 people answered this question.



Even though many respondents indicated that their health is not excellent, most respondent's personal health affected daily life less than once per month (57%). Though 13% indicated that poor health affects them every day.

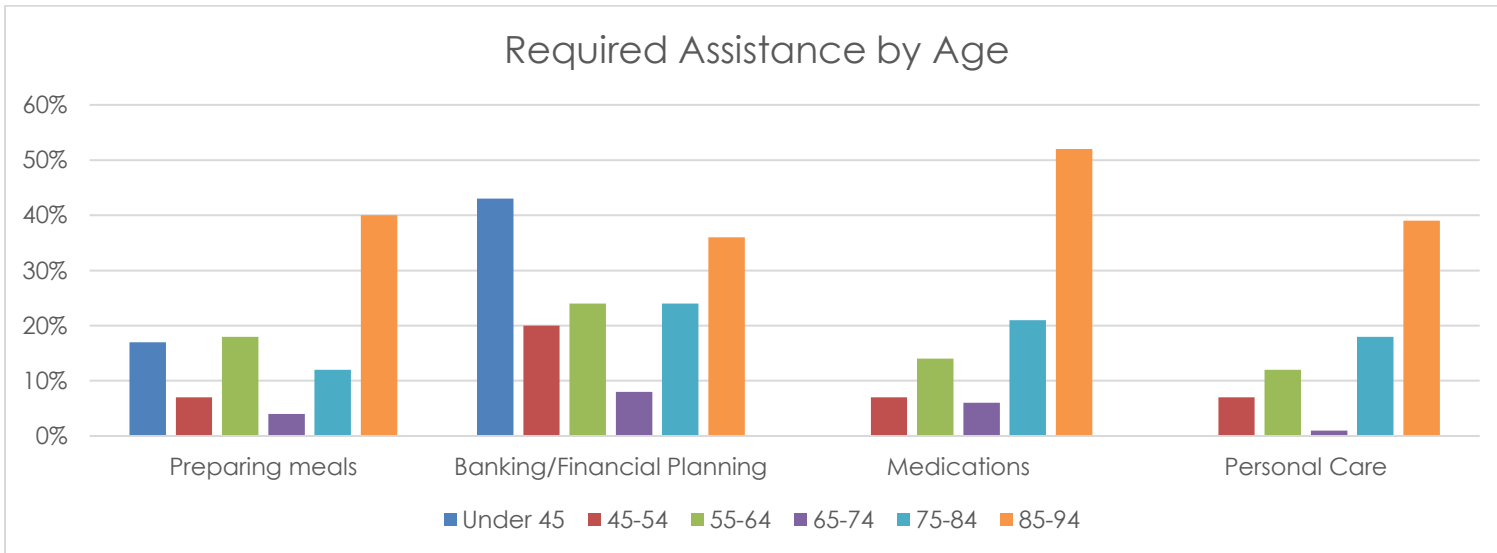
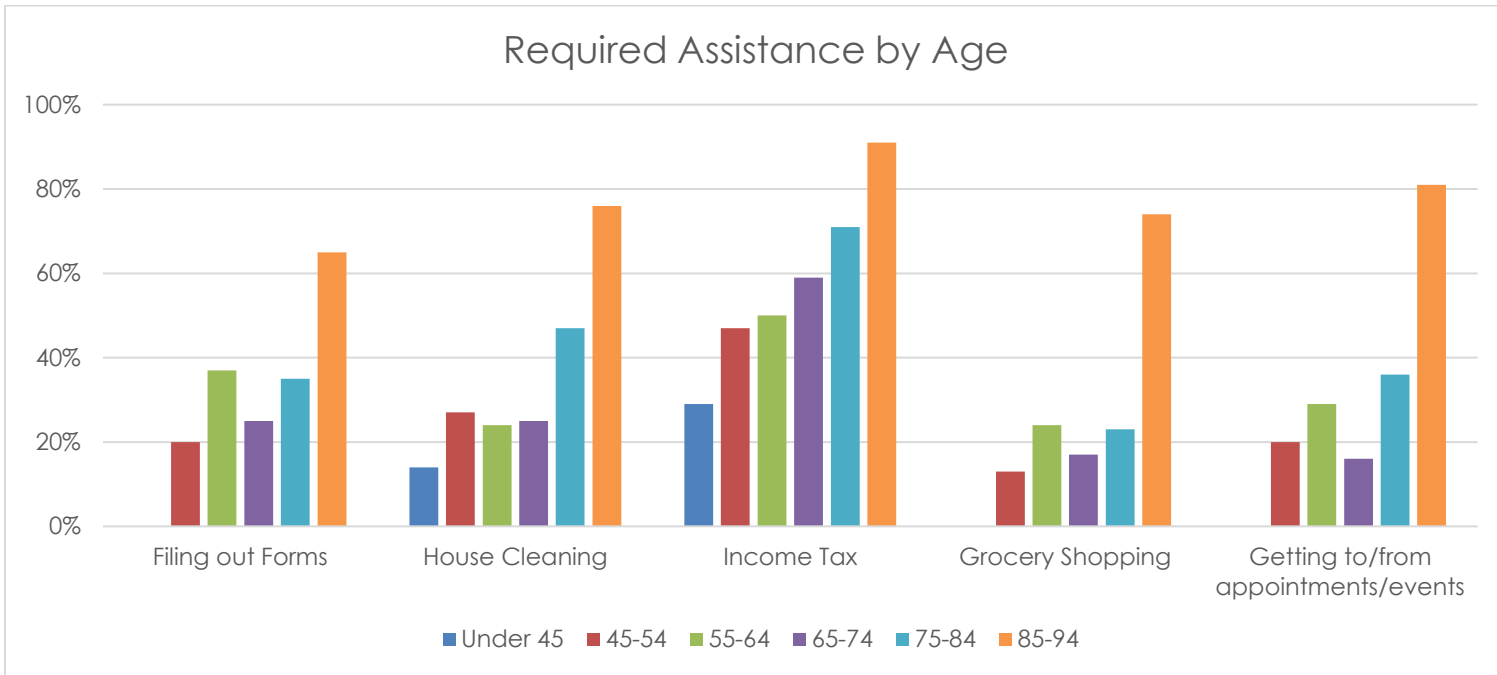
### Needed Help

Respondents were asked to indicate whether they required assistance with a variety of items. The percentage of respondents who indicated yes is shown below. There were quite a few people who left parts of the question blank. It is unclear if those who left it blank did not need services or if they were confused by the question.



Respondents indicated that they most often needed assistance with taxes (64%), snow removal (52%), home repairs (51%) and cleaning (36%).

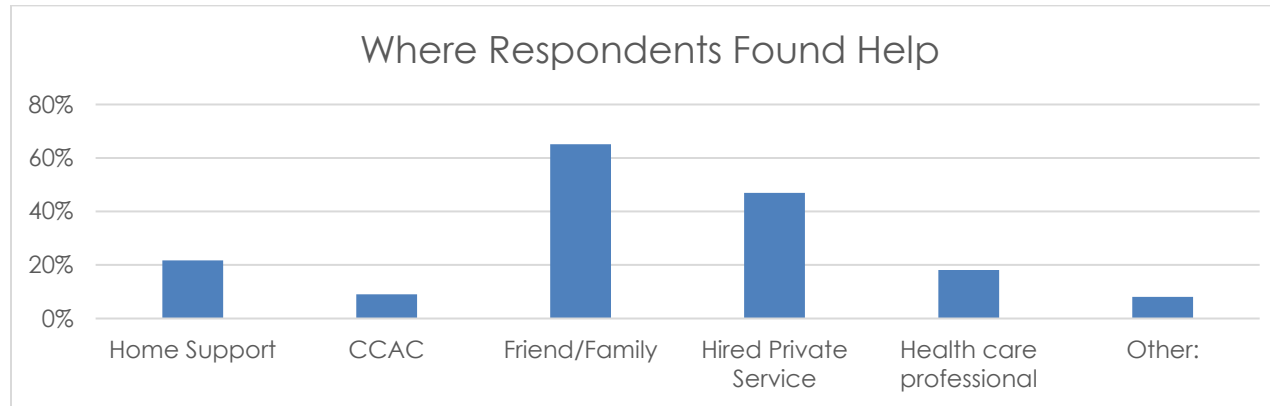
When broken down by age, it is clear that the need for all services increased as age increased. This indicated that the need for services will likely increase as the baby boomers age.



## Obtaining Assistance

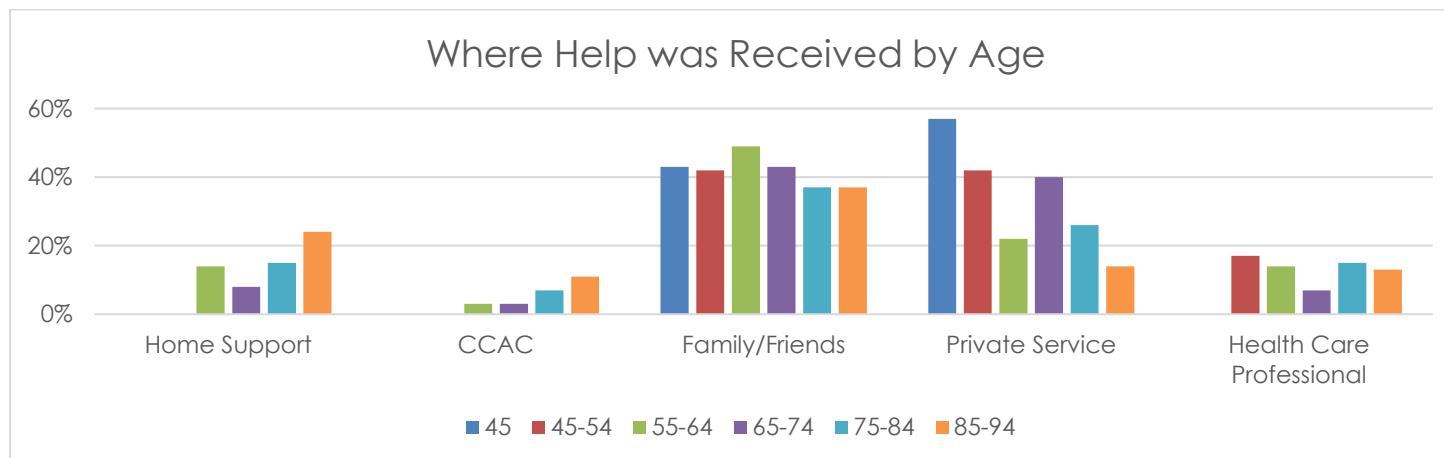
Respondents were asked to indicate if they were able to get help when they need it. 63% indicated “yes” and another 31% said “yes” but with difficulty or at a cost. Only 6% indicated no.

Respondents were then asked to indicate where they are getting the help from. 198 people responded to this question.



Interestingly, 65% of respondents indicated that they depend on friends and family to meet their needs. Another 47% hired a private service and 22% used Home Support.

When broken down by age, it shows that there are changes of where respondents go to for help as they age.



As people age, they are more likely to use Home Support and CCAC services and are less likely to hire private services. Use of family and friends stayed relatively consistent throughout all ages.

## Open Ended

49 respondents left comments regarding Community Supports and Health Services. Comments fell into 2 categories.

### 1. Increased Coordination

Respondents indicated there is a lack of awareness of services and who provides them. There is confusion as to what services require a referral and which do not. There is a need for better coordination amongst providers for providing information and services. Means of communication need to meet the needs of older adults.

### 2. More Doctors and Specialists

Respondents indicated the general lack of doctors in the area. Also, respondents would like to see better use of the telehealth system instead of having to travel to outside medical centers. Also, there was a perceived need for more government grants to cover travel costs for medical appointments.



## Implementation Ideas

### Communication and General:

The following outlines possible ideas for partnerships, funding and solutions to implement opportunities for Communication and General Ideas.

Opportunity	Potential Partners	Potential Funding Sources	Possible Solutions
<p>Create a sustainable source for all information related to older adults</p>	<ul style="list-style-type: none"> <li>• Temiskaming Speaker</li> <li>• MP or MPP</li> <li>• Chamber of Commerce</li> <li>• 211 (<a href="http://www.211ontario.ca">http://www.211ontario.ca</a>)</li> <li>• Community Support Services (<a href="http://www.northeastcss.ca">http://www.northeastcss.ca</a>)</li> <li>• Health Line (<a href="http://www.northeasthealthline.ca">http://www.northeasthealthline.ca</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Selling advertising</li> <li>• Senior Community Grant Program</li> <li>• New Horizons for Seniors Program</li> </ul>	<p>Use grant to create initial version of guide.</p> <p>Once established, have partner organize an update and use advertising to pay for the print version.</p> <p>Advertise on waiting room TVs</p>
<p>Implement and evaluate the Age Friendly Community Plan</p>	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> <li>• Timiskaming Health Unit</li> <li>• Timiskaming Home Support</li> <li>• ACFO</li> <li>• CMHA</li> <li>• DTSSAB</li> <li>• TSAAC</li> <li>• Age Friendly Steering Committee</li> <li>• ACFO</li> <li>• Etc.</li> </ul>	<ul style="list-style-type: none"> <li>• See each section for specific funding opportunities specific to each opportunity</li> <li>• Age Friendly Community Grant Program</li> </ul>	<p>Create partnerships to fund an Age Friendly Coordinator to assist in the implementation and evaluation of the plan.</p> <p>Look at trillium funding to potentially fund the coordinator position</p>

## Outdoor Spaces and Public Buildings:

The following outlines possible ideas for partnerships, funding and solutions to implement opportunities for Outdoor Spaces and Public Buildings.

Opportunity	Potential Partners	Potential Funding Sources	Possible Solutions
<p>Develop and expand pedestrian friendly features to increase walkability</p>	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> <li>• Chamber of Commerce</li> <li>• Timiskaming Health Unit</li> <li>• New Liskeard BIA</li> <li>• STATO</li> </ul>	<ul style="list-style-type: none"> <li>• Trillium Foundation</li> </ul>	<p><i>Benches</i> – work with City’s existing bench program to get benches around town. Work with BIA to get benches downtown</p> <p>Locations already mentioned: North Cobalt along walking routes to stores, downtown new Liskeard (especially by the post office and bank), Haileybury from older adult buildings to downtown, waterfront and grocery store.</p> <p>Create pockets of seating areas that attract older adults to congregate. Near the cenotaph in New Liskeard was one suggestion.</p> <p><i>Crossings</i> – add countdown sign, expand timing</p> <p><i>Map</i> – work with BIA and Chamber to have a one-page tourist map that can also be used for residents</p> <p>It was recommended that in Haileybury, one road down to the water has a railing and benches to help older adults</p>

			get to and from the waterfront.
Increase access to public washrooms	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> <li>• BIA</li> <li>• Chamber of Commerce</li> </ul>		<p>Ask local business what it would take to make their bathroom into a public bathroom</p> <p>Have a schedule available with when washrooms are available (time of year/day)</p>
Ensure the needs of older adults are considered in the design of new and upgrades to existing public buildings and open spaces	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> <li>• TSAAC</li> <li>• BIA</li> </ul>	<ul style="list-style-type: none"> <li>• Age Friendly Community Planning Grant</li> <li>• Trillium Foundation</li> </ul>	<p>Initiate a “Stop Gap” project or similar program to increase access (<a href="http://stopgap.ca">http://stopgap.ca</a>)</p> <p>Use existing Age Friendly Business Guides (Wawa, Thunder Bay, Ottawa, Welland, FPT Ministers)</p> <p>Include use of door bell to help older adults to open doors and negotiate stairs.</p> <p>Encourage business owners to park in parking lots further from their stores to leave on street and close parking for visitors.</p> <p>Add accessible spots to municipal lot behind downtown once it is paved.</p>

## Housing:

The following outlines possible ideas for partnerships, funding and solutions to implement opportunities for Housing.

<b>Opportunity</b>	<b>Potential Partners</b>	<b>Potential Funding Sources</b>	<b>Possible Solutions</b>
Develop partnerships to increase the number of affordable housing units for older adults	<ul style="list-style-type: none"><li>• City of Temiskaming Shores</li><li>• CMHC</li><li>• Private Developers</li></ul>	<ul style="list-style-type: none"><li>• CMHC Seed Funding</li><li>• Government housing programs</li></ul>	<p><i>By-Laws</i> – Ensure final plan is given to Planning Department as they recreate Zoning By-Laws</p> <p><i>Housing</i> – Repurpose existing buildings into seniors housing to keep costs low</p>
Improve awareness of housing for older adults	<ul style="list-style-type: none"><li>• DTSSAB</li><li>• CMHC</li></ul>	<ul style="list-style-type: none"><li>• Seniors Community Grant</li></ul>	<p>Ensure community guide clearly lays out housing options and how to access those options</p> <p>Directory of rental options</p>

## Social Participation:

The following outlines possible ideas for partnerships, funding and solutions to implement opportunities for Social Participation.

Opportunity	Potential Partners	Potential Funding Sources	Possible Solutions
<p>Improve access to recreation and social programming aimed at improving the quality of life of older adults</p>	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> <li>• Organization currently providing programs</li> </ul>	<ul style="list-style-type: none"> <li>• Ontario Sport and Recreation Grant</li> <li>• Walmart Community Grant</li> <li>• Frogsbreath Foundation</li> <li>• New Horizons for Seniors</li> <li>• Seniors Community Grant</li> </ul>	<p><i>Older Adult Centre</i> – work with community hub or new recreation centre to ensure space dedicated for older adults</p> <p><i>Opportunities</i> – Create a programmer position and encourage organizations to expand programs for older adults</p> <p>Introduce a buddy system to help older adults meet another older adult to go to programs</p>
<p>Improve communication about social and recreational opportunities</p>	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> <li>• Organization currently providing programs</li> <li>• Temiskaming Speaker</li> </ul>	<ul style="list-style-type: none"> <li>• Advertising</li> <li>• Timiskaming Foundation</li> </ul>	<p>Partner with the speaker to create a “Older Adult Calendar” that would go out with the weekender and shows all older adult programs for the month and how to get involved</p>

## Transportation:

The following outlines possible ideas for partnerships, funding and solutions to implement opportunities for Transportation.

Opportunity	Potential Partners	Potential Funding Sources	Possible Solutions
Increase coordination among transit service providers	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> <li>• Temiskaming transit</li> <li>• Home Support</li> <li>• Voyager Transportation</li> <li>• Canadian Cancer Society</li> <li>• MCM transit</li> <li>• Ontario Northland</li> </ul>	<ul style="list-style-type: none"> <li>• Community Transportation Pilot Grant Program</li> <li>• NE LHIN</li> </ul>	Use funding from the Ministry of transportation to pilot a 1-800 number and if successful have the NE LHIN continue funding the program.
Increase awareness of existing transportation services	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> <li>• Organization currently providing programs</li> <li>• Temiskaming Speaker</li> </ul>	<ul style="list-style-type: none"> <li>• New Horizons for Seniors Grant</li> <li>• Seniors Community Grant Project</li> </ul>	Use funding to train older adults to provide travel training to other older adults and tell others about the different transit options
Improve the existing Public Transit System to be more Age Friendly	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> </ul>	<ul style="list-style-type: none"> <li>• Gas Tax</li> </ul>	<p>Have local business adopt a bus stop. For a fee they will get advertising at the stop. Once initiated the program will create revenue for the transit system while adding benches and shelters at bus stops</p> <p>Ensure all drivers are trained in accommodating older adults</p> <p>Have signs at each bus stop that indicate when the bus is coming</p>

Develop strategies to make accessing out of town transportation easier and more affordable	<ul style="list-style-type: none"> <li>• MCM Transportation</li> <li>• Home Support</li> <li>• NE LHIN</li> <li>• Government of Ontario</li> </ul>	<ul style="list-style-type: none"> <li>• Northern Ontario Travel Grant</li> <li>• Community Transportation Pilot Grant Program</li> <li>• Local Businesses</li> </ul>	Work with municipalities to help seniors get into Temiskaming Shores (Black River Matheson piloted similar program)
Improve access to door to door in town transportation	<ul style="list-style-type: none"> <li>• Home Support</li> <li>• MCM Transportation</li> <li>• NE LHIN</li> <li>• Government of Ontario</li> </ul>		Encourage open communication to ensure new and existing services are meeting the needs of older adults and not competing with one another
Support agencies in reducing transportation barriers to participate in community events	<ul style="list-style-type: none"> <li>• All transit providers</li> <li>• All community event organizers</li> </ul>	<ul style="list-style-type: none"> <li>• Local businesses</li> </ul>	Encourage free ride days to and from public events
Encourage community wide change in culture regarding public and accessible transit	<ul style="list-style-type: none"> <li>• All transit providers</li> </ul>		Make incentives for business and municipal employees to use public transit.

## Community Supports and Health Services:

The following outlines possible ideas for partnerships, funding and solutions to implement opportunities for Community Supports and Health Services.

Opportunity	Potential Partners	Potential Funding Sources	Possible Solutions
Improve access to and experience with the health care system	<ul style="list-style-type: none"> <li>• Timiskaming Palliative Care Network</li> <li>• City of Temiskaming Shores</li> <li>• Timiskaming Health Unit</li> <li>• Government of Ontario</li> <li>• NE LHIN</li> </ul>		<i>Physician Recruitment</i> – Encourage non monetary incentives for coming to Temiskaming Shores along with monetary incentives
Improve awareness of and access to home care supports to encourage older adults to stay in their homes	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> <li>• Community Living</li> <li>• Stay on Your Feet</li> <li>• Government of Ontario</li> <li>• CMHC</li> <li>• CCAC</li> <li>• Home Support</li> </ul>	<ul style="list-style-type: none"> <li>• Frogsbreath Foundation</li> <li>• Temiskaming Foundation</li> </ul>	<p><i>Snow Angels</i> – Have org. take on program that links able bodied people with older adults to help with snow removal</p> <p>Use other older adult events to promote programs and dispel myths surrounding these programs</p>
Encourage more collaborative information sharing amongst agencies	<ul style="list-style-type: none"> <li>• CCAC</li> <li>• Home Support</li> <li>• Health Unit</li> <li>• Temiskaming Hospital</li> <li>• Family Health Teams</li> </ul>		Create standard consent for all patient information to be shared with all agencies providing services
Raise awareness of programs and services	<ul style="list-style-type: none"> <li>• Health Unit</li> </ul>	•	Create a volunteer program where older adults can talk with other older adults about programs and services



Raise awareness and access to prevention and education programs

- Health Unit

- Healthy Communities Fund

Engage younger cohort on preventing illness and injury in later life

## Respect and Social Inclusion:

The following outlines possible ideas for partnerships, funding and solutions to implement opportunities for Respect and Social Inclusion.

Opportunity	Potential Partners	Potential Funding Sources	Possible Solutions
Increase the number of intergenerational programs	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> <li>• Health Kids Community Challenge</li> <li>• Local Schools</li> <li>• Older adult organizations</li> </ul>	<ul style="list-style-type: none"> <li>• Ontario Sport and Recreation Grant</li> <li>• New Horizons for Seniors</li> <li>• Seniors Community Grant</li> </ul>	Create an easy way for older adults to learn about programs that connect them with youth. See the SKIP program as an idea ( <a href="http://www.goskip.org">http://www.goskip.org</a> )
Continue to encourage positive interactions between older adults and community members	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> <li>• Temiskaming Speaker</li> <li>• Claybelt Chronicals</li> </ul>		Have older adult festivals honour one older adult for their contributions and highlight their accomplishments in the local paper

### Volunteering, Employment and Civic Participation:

The following outlines possible ideas for partnerships, funding and solutions to implement opportunities for Volunteer, Employment and Civic Participation.

Opportunity	Potential Partners	Potential Funding Sources	Possible Solutions
Increase access to volunteer opportunities for older adults	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> <li>• CJTT</li> <li>• Temiskaming Speaker</li> <li>• Volunteer organizations</li> </ul>	<ul style="list-style-type: none"> <li>• Frogsbreath Foundation</li> </ul>	Use CJTT to create a volunteer of the month like the coach of the month award
Improve access to employment information and training for older adults (who wish to work)	<ul style="list-style-type: none"> <li>• Employ Ontario</li> <li>• Literacy Council</li> </ul>		
Encourage older adults to participate in civic affairs	<ul style="list-style-type: none"> <li>• City of Temiskaming Shores</li> <li>• Timiskaming Health Unit</li> <li>• TIPOA</li> <li>• ACFO</li> </ul>	<ul style="list-style-type: none"> <li>• New Horizons for Seniors Grant</li> <li>• Seniors Community Grant</li> </ul>	<p>Work with existing older adult festivals to ask older adults their input</p> <p>Encourage municipality to offer free transit for election days</p>

## Benefits of an Age Friendly Community

Often times initiatives that require personal or financial investments need to be justified for their value before being implemented. It is important to remember that “Unlike most natural resources, older adults are a growing resource. Thus, population aging presents a set of opportunities, if handled well”. Also, that an “Age Friendly” community benefits the entire community, not just older adults. The discussion below outlines some of the benefits that can be used to convince policy makers and funding bodies of the importance of age friendly communities.

### Economic Benefits:

Age Friendly Communities promote healthy aging and in turn decreases the cost of healthcare and social services. Investing in physical and social environments that promote healthy living will save a community money in the long term. Also, when older adults can age in place they are less likely to move away from a community and can stay active in the workforce longer. This provides a greater tax base and increased spending in the local economy.

There are also many benefits to businesses. First, older workers expand the labour pool and can enhance organizational productivity and business outcomes. Older workers typically have more experience, greater maturity, stronger work ethic, reliability and loyalty to a business. Also, older workers can mentor younger workers and pass along institutional memory. The longer older adults work the more money they will have to spend and decrease their dependence on community programs and services. Working into later life has also been associated with better health for older adults.

The benefits extend to business and organizations that adapt to better meet the needs of older adults. Not only are older adults more likely to spend money at their business, there are funding opportunities that open up to these organizations.

Finally, having an age friendly community can attract older adults to the area to live. This increases the community tax base and increases the number of workers required to support the community. Also, an Age Friendly Community can bring in tourism dollars otherwise lost.

### Social Capital Benefits:

Many older adults provide assistance to their aging parents as well as to their children that would otherwise fall to social programs. Older adults also pass along values important to a community, such as voting, volunteering, civic engagement. As well as life skills such as self-sufficiency, higher education, health habits and financial security.

Older adults tend to spend time in retirement volunteering and participating in civic events. The programs, festivals, activities and services that require volunteers to operate provide a ton of benefits to the community. Older adults often are part of service organizations that fundraise for community activities as well. Studies have also showed an association between

volunteering and better health outcomes. Age Friendly Communities have systems in place to overcome barriers to volunteering.

### Physical Infrastructure

Making changes to the physical environment not only makes it easier for older adults to get around but also assist in the mobility of children, individuals who are disabled, families and adults. If you design for the young it excludes the old but if you design for the old you include the young. Changes to the physical environment will make the whole community healthier. Also, age friendly communities explore transportation infrastructure that will benefit the community at large. They promote the physical, mental, social and spiritual well being and ensure older adults continue to contribute to the community.

### Health Benefits

Age Friendly communities work to increase the health and well being of older adults and these changes will assist in making the entire community healthier. They can decrease health care costs and prevent disease. They also ensure social services are available to assist those who need it most and keep older adults staying independent as long as possible. These environments also decrease social isolation which is linked to increased quality of life and health outcomes.

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