



Greater Madawaska Age-Friendly Community Plan

Appendix: Background Report

Prepared by:



July 2016

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Appendix 1: Greater Madawaska Age-Friendly Community Plan Executive Summary

1.1 What is an Age-Friendly Community?

The Ontario Seniors' Secretariat defines an age-friendly community as providing the "supportive physical and social environments that enable older people to live active, safe and meaningful lives that continue to contribute in all areas of community life". A fundamental principle underlying this definition is that the health, welfare and quality of life of the older

population are directly related to the social participation and social connectedness at the community level. Age-friendly communities have also become central to the notion of aging-in-place or the preference of seniors to remain independent and to continue to live in their homes or communities for as long as possible.



World Health Organization's Eight Domains of Age-Friendly Communities

Large and small cities, towns and rural areas throughout Canada and the world have or are preparing age-friendly strategies for their communities. These locally driven strategies typically consider an age-friendly community as consisting of eight basic domains or elements as illustrated in the accompanying diagram. These eight domains were first presented by the World Health Organization and have become the most commonly used strategic framework for assessing seniors needs and for recommending action plans.

1.2 Why is an Age-Friendly Plan Important for Greater Madawaska?

Communities throughout Canada are experiencing rapid aging in their population base with the leading edge of the post-war baby boomers, people born between 1946 and 1965, now approaching 70 years of age. According to Statistic Canada's 2011 Census, 25.8% or just over one-quarter of the Township of Greater Madawaska's total population was 65 years of age and over with another 23.9% aged between 55 and 64 years of age. Greater Madawaska's median age in 2011 was 54.8 years noticeably older than Renfrew County with a median age of 47.3 years and Ontario at 40.4 years of age.

Greater Madawaska's demographic profile reflects the Township's appealing rural life style, small town feel and natural environment which has attracted retirees and early retirees to the community especially from the City of Ottawa. Many seasonal residents or cottagers also decide to keep Greater Madawaska as their permanent place of residence after retirement.

Although the Township is expected to experience only limited overall population growth over the next thirty years, the population aged 65 years and over will show a growing share of the total residents as the Baby Boomers continue to age.

The demographic trends clearly indicate that the Township's aging population is a long term trend that will last at least for the next thirty as the Baby Boomers continue to get older. The Township, and other levels of government, need to plan for this demographic shift which will impact on the delivery of programs and services as the needs and demands of seniors change over time especially in terms of health challenges and living accommodation. The Township (as well as the County of Renfrew) has a direct influence in several age-friendly domains in terms of the provision of services and programs or in setting policy direction including outdoor spaces and buildings (e.g. parks, arenas, libraries, sidewalks, bicycle paths and walking trails etc.), civic participation, social participation (e.g. recreational and cultural activities), housing and, communications and information. In addition, the Township is in the best position, because of its municipal government role, to engage other stakeholders in developing strong and sustainable community based networks.

Lastly, supporting an age-friendly environment is a great way to bringing different community partners, volunteers and organizations together and thus improving the quality of life for all residents and not just seniors.

- According to the 2011 Census, 25.8 % of Greater Madawaska's total population was 65 years of age and over. The median age was 54.8 years.
- Between 2006 and 2011, the Township gained population in all age groups over 55 years but lost population in age groups below 55 years.
- 99.2% of Greater Madawaska's population over the age of 65 years in 2011 lived in single family dwellings.
- According to Provincial projections, the population aged 55 years and over will account for 43% of the County of Renfrew's total population in 2031 compared to 34.3% in 2014.

1.3 How the Age-Friendly Plan was Prepared






The different steps and tasks undertaken to complete the Age-Friendly Plan for the Township of Greater Madawaska are summarized as follows:


- Analysis of population / demographic changes and trends.
- Review of relevant Ontario, County and Township policies.
- Literature and best practices review of age-friendly strategies of other communities focussing on Ontario examples.
- Preparation of a questionnaire survey available online at the Township's website and in hard copies available at various locations and by mail.
- Community workshops held in the communities of Calabogie, Griffith and Dacre.

In addition, a Seniors Steering Committee with representation from a cross section of community based seniors interest groups was established. The Steering Committee provided input and direction throughout the planning process.

1.4 Key Findings and Conclusions from the Background Research and Community Consultation

- Greater Madawaska is an attractive community within which to grow old with its rural lifestyle, small town feeling and excellent natural environmental attributes. The Township's population will continue to age significantly over the next 30 years as will their community needs in terms of health care, housing, social participation etc.
- The Township's population is widely dispersed amongst several smaller towns or villages which function as important localized community hubs for social events and activities. As a result, the Township's seniors' residents tend to have a stronger association and identify with their immediate community hub rather than Greater Madawaska as a whole which also reflects the fact that the local communities existed as independent townships prior to the 2001 amalgamation.
- The smaller, dispersed population base also means that seniors are required to travel outside the Township to larger communities like Renfrew and Ottawa not only for more specialized health care services but also for shopping and personal services.
- When asked about what was important to move towards an age-friendly community, participants in the public consultation process identified four areas or domains as having higher priorities in terms of meeting seniors' needs: Housing, Community Support and Health Services, Transportation and, Communications and Information. The needs and challenges for each of the 4 priority domains are summarized below.

	Domain	Needs / Challenges
	Housing	<ul style="list-style-type: none"> • Limited choice in available housing suitable for seniors (housing supply is overwhelmingly dominated by single family homes / new housing is largely driven by individual water/lake front lot developments) • Affordable rental housing for lower income seniors is not available in the Township. • Seniors have little choice but to move away from the Township to find appropriate housing (e.g. retirement homes with shared in-home services)
	Community Support and Health Services	<ul style="list-style-type: none"> • Township is seriously underserved in terms of health services requiring travel outside the communities • Medical centre in Calabogie is an important asset but not accessible to other communities • There have been long wait times for ambulance services • More affordable at-home non-medical services are needed
	Transportation	<ul style="list-style-type: none"> • Transportation services / mobility were extremely limited for seniors without automobiles to travel both within and outside the Township • Better communications is needed on what services are available

	Communications and Information	<ul style="list-style-type: none"> • There is a need for a more coordinated approach for collecting and distributing information of seniors services and events • Communications between individual communities within the Township needs to be improved • Better high-speed Internet services and cell phone coverage are needed
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Other important challenges or needs from the remaining age-friendly domains identified from the community consultation process are as follows:

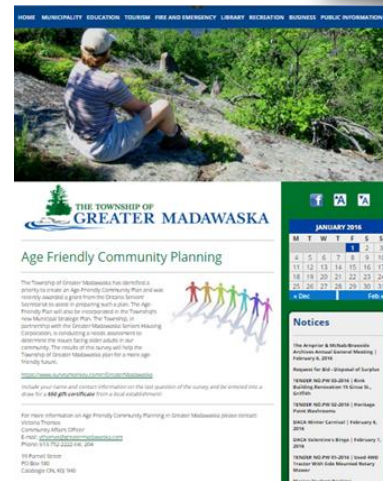
- While participants did express positive opinions on the quality of existing social, recreational and cultural activities, there were notable concerns raised regarding the availability of suitable facilities and their community wide accessibility. Several participants also indicated that seniors' activities should be expanded especially in terms of physical exercises and outdoor activities (Social Participation).
- There is a need to improve the accessibility and quality of public facilities including walking trails, bicycle paths, sidewalks and expanded spaces to encourage more physical activity and improve accessibility. (Public Space / Buildings and Social Participation)
- Several participants indicated a need to integrate newer seniors residents within the existing community and to reach out to elderly and physically disable seniors to encourage their social participation. (Social Inclusion and Social Participation)



1.5 Guiding Principles Underlying the Plan

The Age-Friendly Community Plan for Greater Madawaska is based on a several key strategic principles. These principles were identified from a best-practices review of other community age-friendly plans and a review of other literature.

- An age-friendly plan needs is based on partnerships between all stakeholders including community based or non-profit organizations, charity foundations, all levels of government, volunteers, professional health and social care providers as well as informal supports, and business / private industry. In the case of Greater Madawaska, this network also includes volunteers and community based organizations not only within the Township but also in nearby places like the Town of Renfrew as well as regional (County) and even Eastern Ontario (including Ottawa) levels.
- As a municipal government organization, the Township has a direct influence in several age-friendly domains in terms of the provision of services and programs including outdoor spaces and buildings (e.g. parks, arenas, libraries, sidewalks, bicycle paths and walking trails etc.), civic participation, social participation (e.g. recreational and cultural activities), housing and, communications and information.
- The active participation and involvement of seniors in decision making and the implementation of age-friendly initiatives is critical to meaningful and sustainable change processes.
- An age-friendly community benefits people of all ages and all economic activities and not only resident seniors.



1.6 Greater Madawaska's Age-Friendly Community Plan Summary

The Age-Friendly Community Plan for Greater Madawaska is provided in the main report.

1.7 Implementation

The challenges and opportunities facing Greater Madawaska's transition to an age-friendly community are diverse and complex incorporating interrelated social, economic and physical aspects impacting the quality of life of the Township's seniors. For smaller communities like Greater Madawaska, the capacity to adjust to additional work on existing staff and to budget expenditures is still very limited.

One important strategic priority of the Plan is promoting strong collaboration and partnerships between community stakeholders. A key recommended action item is the establishment of a Seniors Advisory Committee (Action item 6.1.1). The active participation and involvement of seniors in decision making and the implementation of age-friendly initiatives is critical to meaningful and sustainable change processes. It is also intended that this Committee would have leadership in a number of actions and would have the overall responsibility of implementing and monitoring the Plan. Another key role of the Seniors Advisory Committee is to bring together leaders of seniors' organizations from across the

municipality to generate conversation, form partnerships, and create solutions to shared

challenges.

The main report contains a Summary Action Matrix which provides an implementation guideline supporting the Age-Friendly Community Plan. The Summary Action Matrix includes the anticipated timeline and the deliverables or indicators for each action.

Appendix 2: Background Context

2.1 Demographic Trends: Greater Madawaska's Aging Population

Communities throughout Canada are experiencing rapid aging in their population base with the leading edge of the post-war baby boomers, people born between 1946 and 1965, now approaching 70 years of age. The proportion of seniors is even greater in smaller communities and rural areas like Greater Madawaska for two main reasons – 1) the net out-migration of younger people in search of employment or attending post-secondary educational institutions and 2) the attraction of a more rural, small town lifestyle to retirees or soon-to-be retired people adding to existing and future senior's population base.

According to Statistics Canada's 2011 Census, 25.8% or just over one-quarter of the Township of Greater Madawaska's total population was 65 years of age and over with another 23.9% aged between 55 and 64 years of age. Over half of the latter group have now turned over 65 years of age since the last Census was taken in 2011. In comparison, the percentage of Renfrew County's total population aged 65 years and over in 2011 was 18.2% and 14.6% for Ontario.

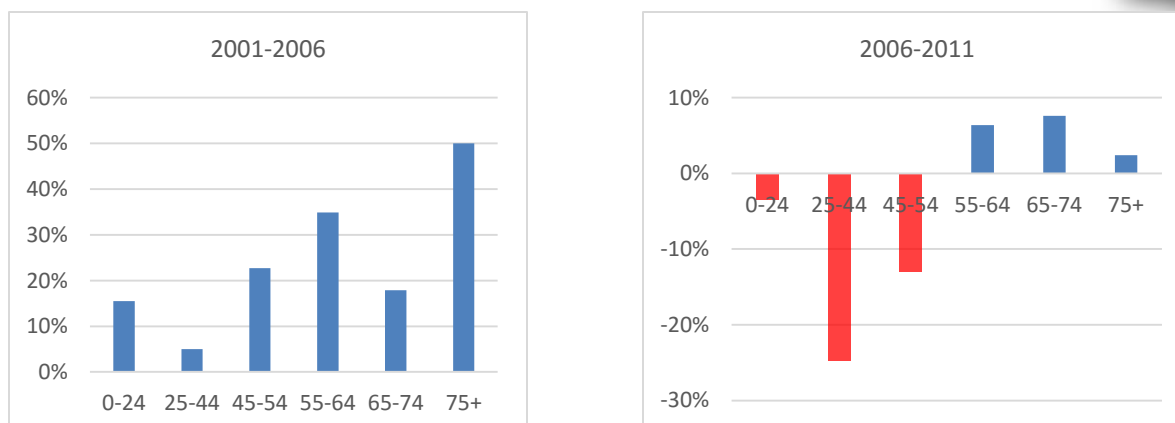
The age distribution profile is also reflected in the median ages of communities in Renfrew County. The more rural townships of Madawaska Valley, Brudenell, Lyndoch & Raglan, Bonnechere and, Greater Madawaska had median ages of approximately 50 years of age and over with Greater Madawaska at the highest median of almost 55 years (see Table 1)

Table 1: 2011 Median Age of Population: Greater Madawaska & Renfrew County Communities

Community	Median Age
Greater Madawaska, Twp	54.8
Brudenell, Lyndoch & Raglan, Twp	51.3
Bonnechere, Twp	49.7
Madawaska Valley, Twp	51.3
Arnprior, Town	47.3
Renfrew, Town	46.5
Pembroke, City	45.2
Petawawa, Town	29.3
Deep River	47.5
Renfrew County Total	47.3
Ottawa Metropolitan Area	39.2
Ontario	40.4

Source: Statistics Canada, 2011 Census

Figure 1: % Population Change by Selected Age Groups (2001-2011) Greater Madawaska



Total Population Greater Madawaska	
2001	2,290
2006	2,750
2011	2,485

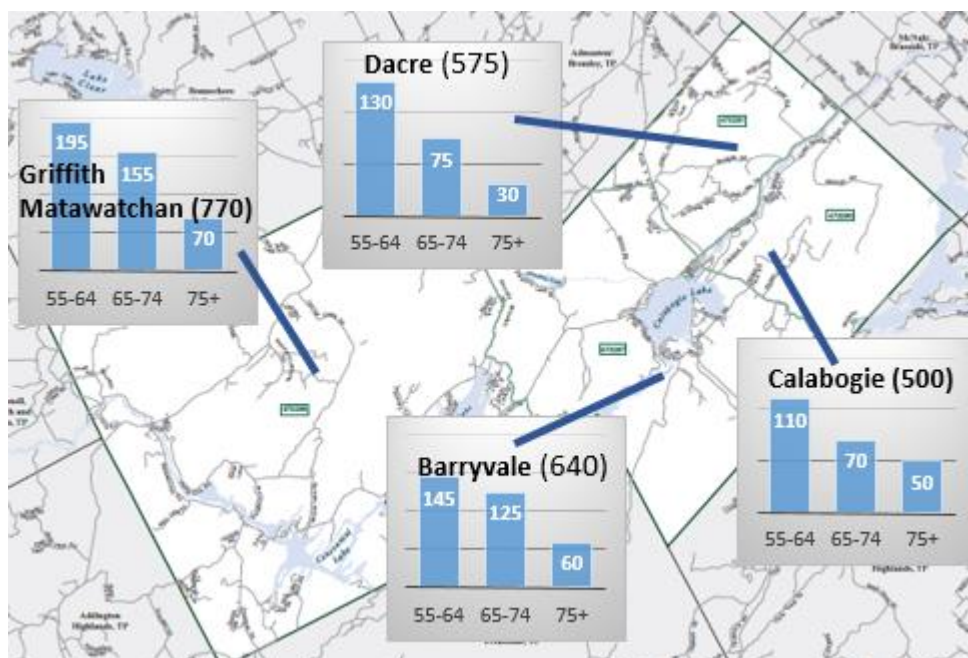
Source: Statistics Canada 2001 and 2011 Census

According to Statistics Canada Census data, Greater Madawaska experienced contrasting population trends between the Census years of 2001, 2006 and 2011. The first five-year period experienced relatively strong growth rates in all groups with especially in the older age groups. Total population in the Township then declined between 2006 and 2011 although the number of people in the 55+ age categories did continue to increase at a moderate rate.

Total population including seniors was generally distributed evenly between the 2011 Statistics Canada's Dissemination Areas¹ that comprise the Township of Greater Madawaska. The largest population share was found in the area of Griffith-Matawatchan which also had the largest size covering most of the western half of Greater Madawaska Township. This Dissemination Area was also the only Area that experienced positive population growth between 2006 and 2011. Dacre's 2011 median age of 49.7 years was also the lowest in Greater Madawaska.

¹ A Dissemination Area is the smallest standard geographic area for which Census data are collected and made available. In the case of Greater Madawaska, there are 4 designated Dissemination Areas.

Figure 2: 2011 Distribution of Older Population by Selected Age Group for Dissemination Areas – Greater Madawaska Township



Notes: Total 2011 Dissemination Area population shown in brackets. Statistics Canada designates each Dissemination Area by a number. The names shown on the above map represent the larger local communities within each Dissemination Area only.

	Griffith-Matawatchan	Barryvale	Dacre	Calabogie
2011 Median Age	56.6	57.2	49.7	54.1

Source: Statistics Canada, 2011 Census

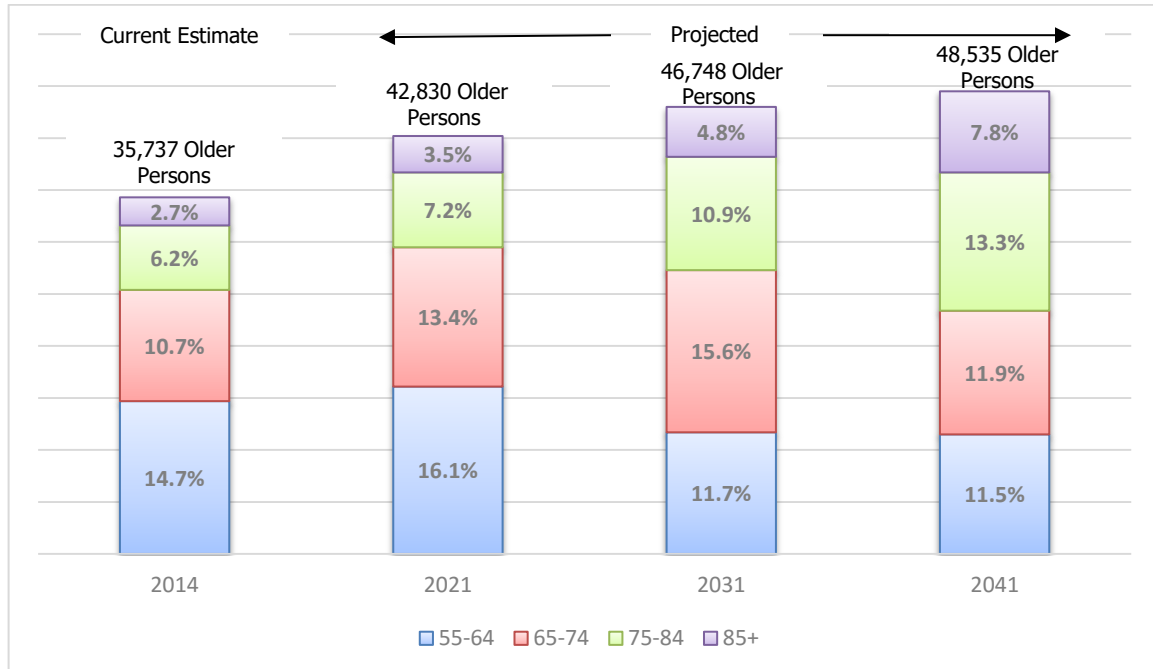
The growth in the older population is also projected to accelerate not only over the next few years but also over the next two decades. According to the Ontario Ministry of Finance's projections for Renfrew County (projections are not available at the township levels), the population for the County is expected to increase by 2.0% between 2015 and 2021 but the number of people 65 years of age and over will increase by 21.3%. The number of residents aged between 55 and 64 years is projected to grow by 8.9%.

Between 2021 and 2031, the growth rate for 65+ age group is expected to be even greater at 32.4% while the number of people between 55 and 64 years of age is projected to decline by 25.8% which reflects the shifting of the baby boomer cohort into the older aging category.

By 2021, there will be about 25,700 adults 65 years and older living in Renfrew County accounting for 24.1% of the total population. The number grows to 8,300 by 2031 representing 31.2% of total population. The total number of seniors is expected to continue to increase until the end of the projection period at 2041 but at a slower rate of growth. By 2041, the Province projects that the population of persons 65 years of age and over will reach just under 36,000 or 33.0% of the total population.

The following chart illustrates the shifting older age distribution of Renfrew County's population.

Figure 3: Older Population Projected % of Total Population to 2041, Renfrew County



Source: Statistics Canada, Estimates of Population, CANSIM 051-0062. Ontario Ministry of Finance Population Projections 2013-2041 (Fall 2014). Projections are shown in 5-year intervals based on the Reference Growth Scenario

The County of Renfrew's Draft Official Plan anticipates that the population for Township of Greater Madawaska will increase from 2,485 in 2011 to between 2,886 and 3,109 by 2036. The Township's share of the Region's total population growth is projected to be 3.1% which is comparable to its share of total population in 2011 of 2.9%.

2.2 Housing Supply

According to the 2011 Census, there were 2,215 occupied private dwellings in Greater Madawaska but the number drops to only 1,117 for dwellings that Statistics Canada labels as "private dwellings occupied by usual residents". Private dwellings occupied by usual residents refer to a dwelling in which a person or a group of persons is permanently residing whereas the larger total includes occupied marginal dwellings such as non-winterized cottages. Other dwellings such as seniors' retirement homes, nursing homes, military bases, and hotel / motel and tourist establishments are considered as collective buildings by Statistics Canada and are not included as part of the private dwellings total.

The 2011 Census shows that the Greater Madawaska's total housing supply is dominated by single family homes which accounted for 98.8% of the total number of private dwellings (excluding movable dwellings such as mobile homes and trailers). Moreover, 99.2% of Greater Madawaska's total population 65 years of age and older lived in single family dwellings.

The Census data reflect the recent pattern of residential growth in Greater Madawaska which has been largely through lot creation typically on properties offering waterfrontages and / or vista views of the rural landscape. The lot creation process has been stimulated over recent years by retiring or soon to be retiring baby boomers who are attracted to Greater Madawaska's rural lifestyle.

Using home MLS® sales data from the Ottawa Real Estate Board, there were a total of 51 residential sales in Greater Madawaska between January 1, 2015 and January 31, 2016, all detached homes (2 storeys, bungalows etc.) plus another 2 condominiums in Barryvale on Calabogie Lake. As of February 6, 2016, there were also 38 active residential listings in the Township, all detached homes again and one condominium. The only multiple residential unit project in the MLS® was the condominium on Barryvale Road near the Calabogie Highlands Resort and Golf Club consisting of bachelor / one bedroom units built in 1989.

A few new residential subdivisions such as have also been recently introduced into the housing market offering private premium waterfront lots such as Barrett Chute (53 lots) on the Madawaska River near Calabogie and Cobblestone Ridge Estates (14 lots) on Ferguson Lake also near Calabogie.

There are no assisted or social housing rental units in Greater Madawaska but there is a proposal by the Greater Madawaska Seniors' Housing Corporation to build a 5 unit seniors project in Griffith.

2.3 Other Socio-Economic Characteristics of Seniors



Living Arrangements

About 20% of Greater Madawaska's population aged 65 years and over in 2011 lived alone. (Source: Statistics Canada, 2011 Census of Population)



Seniors Incomes

Households aged 65 years and over living in Greater Madawaska had an average income of \$69,400 in 2010 compared to \$60,900 for all households. The average income for all households in Renfrew County was \$79,800.

2.4 Impact of Demographic Trends on a Future Age-Friendly Greater Madawaska

- Greater Madawaska's aging population will have a dramatic impact on the local community not only in the immediate coming years but also over the long term as baby boomers continue to get older during the next 2 to 3 decades. The Township's demographic shift

will continue to be reinforced by the overall aging of the population in the larger Renfrew County region as well as the Ottawa metropolitan area because of its attraction to retirees seeking a more rural, small town lifestyle.

This impact will be felt in all aspects of Greater Madawaska's social, economic and physical environments ranging from purchases of retail goods and personal services, health care needs, housing demand to recreational and leisure programs.

- The impacts are not only affected by the growing absolute number of seniors in the community but also the continuum of shifting needs as seniors continue to age over time, a trend which has been extended as a result of longer life spans. For example, seniors face higher risk of serious health challenges such as the dangers of falling, dementia and other physical and mental related limitations as they get older. Housing needs also follow a continuum of change ranging from independent living to assisted or supportive housing to long term care and palliative care.
- The long term aging trend also means that seniors' needs will change over time as baby boomers continue to get older, especially in terms emerging health challenges ranging from the risk of falling to dementia and other physical and mental limitations and changing living requirements (e.g. supportive housing, long term care etc.). The monitoring of these changes over the long term becomes, therefore, an important element of the strategic planning process.
- The seniors as well as total population are generally spread out in various communities and rural areas throughout the Township. The small, dispersed population base makes it more difficult to provide community services and programs to seniors and requires travel to larger centres outside the Township including Ottawa for many of personal services such as healthcare, entertainment and retail shopping.
- The housing supply market in Greater Madawaska is dominated by single family dwellings and waterfront lot developments. As a result, seniors are faced with very limited alternative housing choices whether it be independent retirement living, social housing, assisted / supportive care living or specialized long term care living requiring them to move outside the Township. For low and middle income seniors, affordability is an additional consideration that further limits choice in terms of remaining in Greater Madawaska.

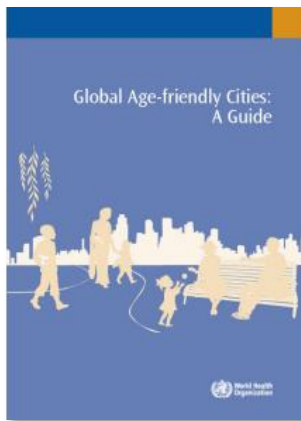
Appendix 3: Age-Friendly Strategic Framework: Overview

3.1 The What and Why Behind Age-Friendly Community

The [World Health Organization](#) (WHO) developed its Age-friendly Cities framework in 2008 in partnership with several international organizations including the Public Health Agency of Canada. The “age-friendly cities” initiative was, in part, based on the anticipated social and economic impacts of a baby boomers led growing older population. Instead of seeing older people as a social problem or a future health cost burden, the age-friendly movement places ageing as a positive process and emphasizes the active roles older people continue to play in society. This new strategic thinking on ageing has redirected policy discussion from economic or welfare issues to matters of social inclusion, engagement and community development. Furthermore, active and productive aging not only enhances the overall quality of life of seniors but also improves health outcomes which in turn reduces the strain on public health institutions and spending.

The age-friendly community movement is a global one. WHO has established the WHO *Global Network of Age-friendly Cities*[®], linking participating cities through an exchange of information and best practices. According to WHO’s website, there are currently 16 Canadian member cities.

An Age-Friendly city, as defined by WHO, is an inclusive and accessible urban environment which promotes active ageing



In 2007, WHO published [The Global Age-friendly Cities Guide](#) which was based on the experiences and knowledge of 33 cities in the world which including Halifax Nova Scotia, Sherbrooke Quebec, Portage la Prairie Manitoba, and Saanich British Columbia. WHO identified eight critical domains or topic areas that made up an age-friendly community.

The specific aspects of each domain were identified through focus groups with seniors, caregivers and service providers in each of the 33 cities. The large majority of cities in Ontario as well as Canada who have prepared age-friendly plans have followed WHO’s eight domains as the strategic planning framework.

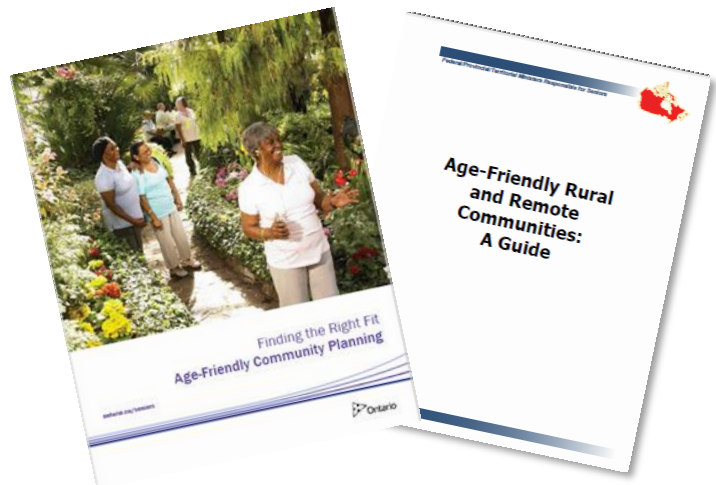


World Health Organization's Eight Domains of Age-Friendly Communities

age friendly cities into its planning framework. OSS also describes the eight domains in terms of 'person-environment fits' or the ability of seniors to age well and independently based on the relationship between his or her physical and mental capacities and the barriers of the individual's environment.

Projects to be undertaken under the Community Planning Grant program must identify which of the eight dimensions are targeted through the strategic initiatives.

Ontario Seniors' Secretariat's Definition of an Age-Friendly City: Age-friendly communities are supportive physical and social environments that enable older people to live active, safe and meaningful lives that continue to contribute in all areas of community life.



It is important to keep in mind that eight dimensions comprising age-friendly communities should not be viewed as being separate or exclusive of each other. The domains should be considered as inter-related parts of an integrated, holistic community environment.

The concept of community hubs has received considerable interest in recent years. According to a 2015 [report](#) prepared for the Premier of Ontario, *community hubs provide a central access point for a range of needed health and social services, along with cultural, recreational, and green spaces to nourish community life ... community hubs are gathering places that help communities live, build and grow together.*

The [Ontario Municipal Social Services Association](#) also supports community hubs as an approach to the delivery of local public services stating that *community hubs build a sense of community and contribute to the social and economic wellbeing of its residents...they are a catalyst to bring people together, both residents and agencies within and outside the community.*

There are several types of community hubs in terms integrated services offered, participating stakeholders or service partners, and physical form. Community hubs already are found in the area of integrated healthcare delivery systems including examples from Renfrew County – Arnprior Regional Health and Deep River District Hospital. [The Renfrew and Area Health Village](#) is a group of allied health care professionals, providers and agencies co-located in the Town including the Renfrew Victoria Hospital, Bonnechere Manor, Quail Creek Retirement Centre, Groves Park Lodge, Hospice Renfrew, Addiction Treatment Services and others. Continuum of care retirement / seniors villages may include a variety of housing choices ranging from independent living, to assisted living to long term care accommodation.

Several reasons have been identified for supporting the development of community hubs and co-locating service providers: more efficient and sustainable services (services can be provided with greater user satisfaction at potential lower cost); improved access to services and better outcomes for residents, and; help build a sense of community and strengthen local networks or partnerships between providers.

It is clear that the rationale supporting community hubs is directly applicable to age-friendly initiatives especially in smaller, rural communities. The 2015 report prepared for the Premier of Ontario stated, for example, that *rural settings are experiencing a decline in population and shifting demographics, which make it more difficult to keep public spaces viable... rural communities face the problem of not having access to transportation that could get them to and from the community hub.*

3.2 Who is a Senior or an Older Adult?

There is no common definition of who is considered to be a senior or older adult in terms of age. For many people, setting an age limit for seniors is seen as stigmatizing and does not reflect the reality of what being older really means. The 2013 policy report entitled [Living Longer, Living Well](#) prepared by Dr. Samir K. Sinha for the Ontario Seniors Strategy defines "Older Ontarians" as individuals aged 65 years and over in its. Sixty-five years of age is also most commonly identified as the 'normal' retirement age in terms of actuary or legislative principles.

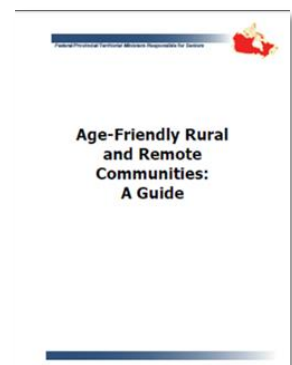
The World Health Organization uses 60+ years of age to refer to the older population but also emphasizes that defining older adults should be based on a general stage of life rather than a specific but arbitrary age cut off point. From a strategic planning perspective, a successful Age-Friendly plan should be inclusive and involve not just seniors but the whole community. Improving the quality of life for the older people also benefits people of all ages.

For purposes of this report, the preference is to consider seniors and older individuals as a stage in life rather than a population group starting at a specific age. Still, it is useful to use some quantitative benchmark to delineate seniors or older population when examining demographic changes and identifying implications or impacts of an aging population on a local community. The demographic analysis in this report is generally based on data on people aged 55 years of age and over to provide a broader perspective of Greater Madawaska's aging trends. In some cases, the analysis does just include data for people over 65 years of age in order to highlight more strongly particular characteristics or trends associated with "seniors".

3.3 Special Challenges of Smaller Sized, Rural Communities in Supporting Age-Friendly Initiatives

Seniors in places like Greater Madawaska face challenges that are more unique because of the smaller sized population base, rural environment and geography compared to seniors living in larger cities.

In 2007, an Age-Friendly Rural/Remote Communities project sponsored by the Federal/Provincial/ Territorial Ministers Responsible for Seniors was initiated. The project involved focus groups in ten small rural and remote Canadian communities (with populations less than 5,000) which led to the 2009 publication of an [Age-Friendly guide for rural and remote communities](#). The research highlighted unique features and barriers associated with living in rural Canada. For example, transportation concerns are magnified in rural areas, where the role of family and friends in driving older adults takes on increased importance.



Another common and related barrier was walkability in small towns and rural areas due to a lack of sidewalks, or continuous sidewalks, resulting in the need to walk or using mobility devices on streets and highways. This lack of proper sidewalks further exacerbates the reliance on driving private vehicles to get around.

Smaller, more rural communities like Greater Madawaska are also aging at a faster rate compared to larger centres as was found in the demographic analysis. This trend is the result of the out-migration of younger people leaving small communities to go to post-secondary educational institutions or to find employment, leaving behind a higher proportion of older people. Also, places like Greater Madawaska are attracting early retirees and working empty nesters because of the more rural lifestyle. These in-migrants in turn add to the potential resident supply of soon-to-be seniors or people over the age of 65 years.

Smaller communities also tend to face more restricted capacity or flexibility to respond to changing needs of local residents due to limited resources. The Township of Greater Madawaska, for example, is faced with multiple competing priorities that it needs to address within a relatively small and fixed property tax base. On the other hand, the small consumer market and higher construction costs may result in limited affordable housing options and choices for older residents especially lower income seniors.

3.4 How Is the Age-Friendly Plan Connected with other Township of Greater Madawaska and County of Renfrew Policies

It is important that the adopted Age-Friendly strategy and implementation plan is consistent with other key municipal government approved policies both at the Township and County levels, that impact on the community's social, economic and physical development.

County of Renfrew Draft Official Plan

The Township of Greater Madawaska does not have an Official Plan but Council instead has approved to use the upper tier County of Renfrew's Official Plan to provide general land use planning and growth management guidelines. The County of Renfrew's Official Plan was adopted by Council in 2002 and approved, with modifications, by the Ontario Ministry of Municipal Affairs and Housing in 2003. The 2002 County of Renfrew Official Plan was designed to replace local plans in rural and small town areas and eliminate duplication and cost. Local municipalities were given the option of relying on the County Plan or developing their own. The Township of Greater Madawaska has adopted the County's Official Plan to provide general land use planning and growth management guidelines.



The County is currently reviewing its Official Plan (Official Plan Amendment No. 25) to ensure that it meets the needs of the community having regard to provincial interests and policies and is consistent with the Provincial Policy Statement on land use planning and development. The Draft Plan is currently in the review phase with the 10 local municipalities.

In general, the Renfrew County Draft Official Plan anticipates limited population growth in Greater Madawaska. The population is planned to increase from 2,485 in 2011 to between 2,886 (low growth scenario) and 3,109 (high growth scenario) in 2036. The Township's anticipated growth represents 3.1% of the total population increase in the County which is close to its 2011 share of the County's total population of 2.9%. Population growth will be primarily within proximity of waterfront and a small amount of development in Calabogie, the only designated Village Community in the Township. Village Communities are recognized in the Official Plan as important local service centres or focal points for rural areas. The Draft Plan states that new residential development in places like Calabogie will be in the form of single detached lots created through infilling or minor expansion of existing built up areas. A target of 10% growth in population is set for Village Communities to be achieved through residential intensification and redevelopment.

The Rural designation includes smaller communities or Rural Hamlets like Griffith, Matawatchan and Dacre which new residential development will also be limited to single detached lots. Residential development in the remaining Rural designated areas should be on one acre single detached lots and not involve major public expense in opening up and/or maintaining access routes, providing drainage or providing other public services and facilities.

The Draft Official Plan does incorporate a Special Policy Exception in the Rural designation recognizing the Township of Greater Madawaska's intentions of supporting recreation community development (recreational developments and associated residential uses) to accommodate the future potential expansion of the Calabogie Peaks Resort as a four season destination resort including a total of 418 new resort oriented residential units.

The Draft Official Plan directs most of the future population growth in Urban Communities (Renfrew, Arnprior, Petawawa and Deep River) accommodating low, medium and high residential uses, affordable housing and special needs housing. The Draft Plan contains policies specific to housing in terms of encouraging housing forms and densities designed to be affordable to moderate and lower income households, establishing cost-effective development standards, and encouraging residential intensification within built up areas. The Draft Plan also contains the following policy statement in reference to seniors subsidized housing:

Monitoring the need for social assisted housing for households and seniors through periodic surveys in co-operation with area municipalities. Where specific needs are identified, Council will work with the Ministry of Municipal Affairs and Housing and the Social Services Department of the County of Renfrew to meet identified needs.

Garden suites or granny flats (small, single unit detached living quarters that are ancillary to existing homes) are also recognized in the Draft Plan as offering an affordable housing option to seniors and allowing them to age in place.

The [2014 Provincial Policy Statement](#) provides policy direction for municipal official plans regarding matters of provincial interest related to land use planning and development. The Statement establishes policies pertaining to *Building Strong Healthy Communities* including policies related directly to an aging population. Section 1.1.1 emphasizes the importance of:

1.1.1 (b) accommodating an appropriate range and mix of residential (including second units, affordable housing and housing for older persons) and other uses, and 1.1.1 (f) improving accessibility for persons with disabilities and older persons by identifying, preventing and removing land use barriers which restrict their full participation in society

Section 1.4.3 also requires planning authorities to facilitate *all forms of housing required to meet the social, health and well-being requirements of current and future residents, including special needs requirements.*

Appendix 4: Methodology for Developing Greater Madawaska's Age-Friendly Community Plan

The scope and framework used in the preparation of Greater Madawaska's Age-Friendly Community Plan was based on the eight domains defined by the World Health Organization's Global Age-Friendly Cities framework which were also incorporated into the Ontario Seniors' Secretariat's Age-Friendly Community Planning Grant program and Planning guide. The methodology used to prepare Greater Madawaska's Age-Friendly Community Plan consisted of four parts: 1) Background Research and Situational Analysis; 2) Community Consultation; 3) Liaison with the Greater Madawaska Age-Friendly Community Plan Seniors Steering Committee and; 4) Formulation of Action and Implementation Plans. Each phase is described in more detail below.

4.1 Background Research and Situational Analysis

This phase involved a number of tasks as follows:

- **Analysis of population and demographic trends and other relevant socio-economic characteristics related to Greater Madawaska's aging population.** This analysis was based on data published by Statistics Canada and the results are provided in Chapter 1 of this report.
- **Review of other policies related to age-friendly strategy development.** The aims of this review was twofold: 1) to ensure that the final Age-Friendly Community Plan for Greater Madawaska consistent with the Ontario Seniors' Secretariats' program funding requirements under the Age-Friendly Community Planning Grant and with the scope outlined in Ontario's Age-Friendly Planning Guide, and; 2) to ensure that the Age-Friendly Community Plan for Greater Madawaska is aligned with other key policy documents.
- **Stakeholder identification and inventory.** This task provided a cross-sectional list of important stakeholders involved in all aspects affecting the quality of life of seniors in Greater Madawaska including healthcare and social service providers, government, non-profit volunteer and charitable organizations. Attachment A provides a summary of identified stakeholders including organizations that are located outside the Township but still have an impact on resident seniors.
- **Review of other Community Age-Friendly Plans – good practices, lessons learned etc.** The focus of this task was to look at examples of age-friendly plans prepared by other cities focussing on communities located within Ontario as well as on smaller sized towns / rural locations. This review provided useful perspectives on key priorities identified in terms of meeting the needs of an aging population at the community level and the different strategies and actions taken to address those needs.

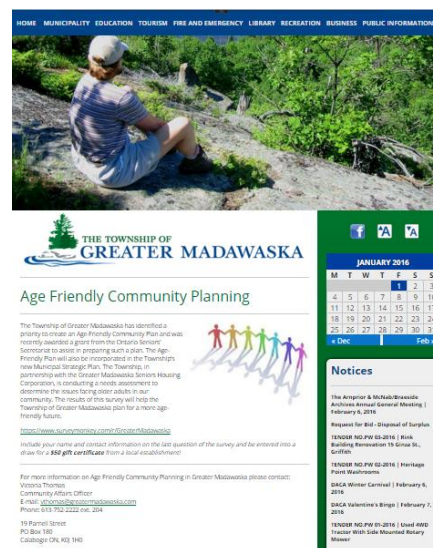
4.2 Community Consultation

For an Age-Friendly Community Action Plan to be effective and relevant, it must be based on a participatory and collaborative approach in terms of community and stakeholder engagement throughout the planning process. The key questions to be addressed through the consultation process were as follows:

- What are the issues, constraints or obstacles faced by Greater Madawaska residents and stakeholders in terms of the community becoming more age-friendly in the future? What are the barriers that limit seniors' participation in the community?
- What are the positive assets of Greater Madawaska that can be enhanced even more to make the community more age-friendly?
- What opportunities or actions can be identified to make Greater Madawaska more age-friendly in the future in terms of addressing the above issues, constraints or obstacles?
- What are the key priorities in terms of future action in light of limited resources and competing needs? What actions can be identified that may realize positive results?

The consultation process including the following activities:

- An Age-Friendly web page was created on Townships web site containing general information about the Age-Friendly initiative, staff contacts and a link to the online questionnaire survey.
- An online questionnaire survey was prepared using the SurveyMonkey platform. The results from the online survey are summarized in Attachment B. The questions for the online survey represented issues within each of the 8 WHO Age-Friendly domains. The same questionnaire was also made available in hard copy and was distribution in various locations throughout the Township including community centres, library and Town Hall.
- Three stakeholder focus groups were held in the communities of Calabogie, Matawatchan and Dacre. The feedback obtained during the three workshops are summarized in Attachment C.



Chapter 5 below provides a summary overview and conclusions from the community consultation process.

4.3 Liaison with Greater Madawaska Age-Friendly Plan Seniors Steering Committee

The project Steering Committee (comprised of representatives from senior's interest and service groups within Greater Madawaska) was consulted throughout the planning process and provided input at various stages including the design of the questionnaire survey, review of the results and findings from community consultation process, and the preparation of the strategy recommendations and the draft Plan.



4.4 Formulation of Action and Implementation Plans

Using the results of the background research and community consultation phases, the Age-Friendly Community Action Plan was prepared.

Appendix 5: Needs Assessment and Strategic Priorities

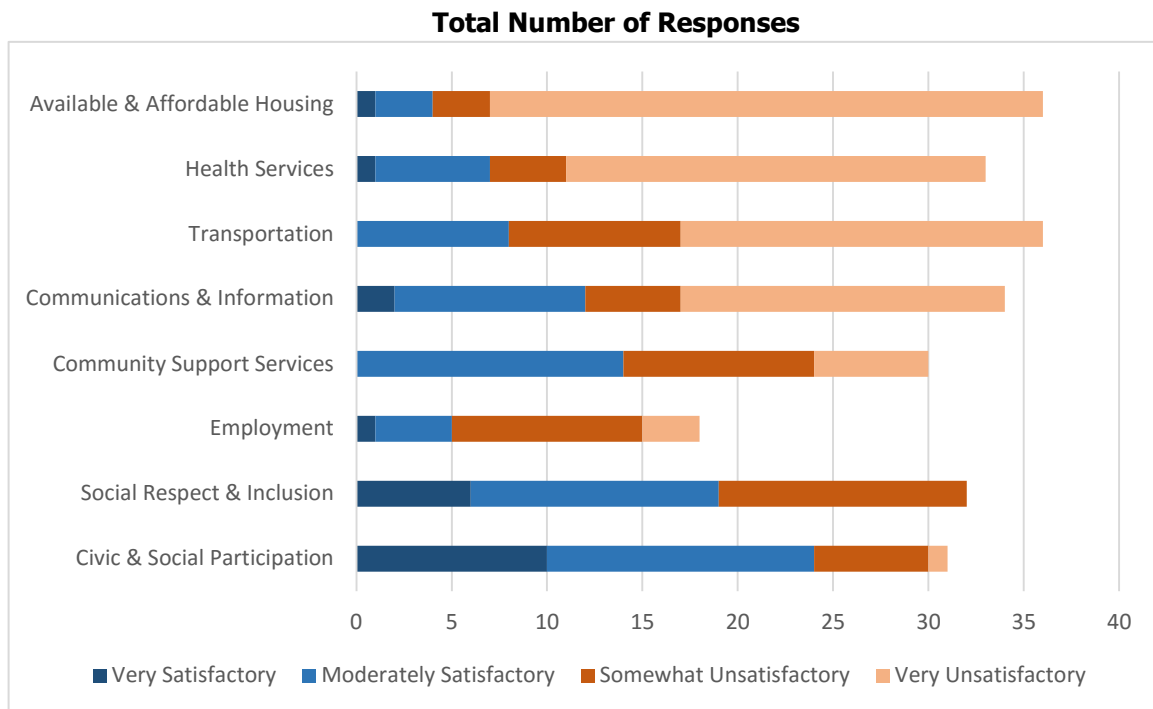
5.1 Summary of Community Consultations

This section provides a summary of the feedback received from the different sources of stakeholder participation. Additional details are also available in the attachments.

Which Age-Friendly Dimensions Are Most Important to Stakeholders?

In order to obtain a sense of what age-friendly dimensions are considered to have the highest priority, participants in the focus groups were asked to rate how well the Greater Madawaska broader community met their needs. Each age-friendly domain was rated from being very satisfactory in terms of meeting their needs to very unsatisfactory. The following graph summarizes the results showing the ratings from all three workshops.

Figure 5: How Well is the Community Able to Meet Your Needs?



In terms of the questionnaire survey, respondents were asked to identify the three most significant needs facing Greater Madawaska in becoming more age-friendly in the future. The following table summarizes the responses to this question.

Table 2: Needs Summary

Most Significant Needs (Questionnaire Survey)	# Times Mentioned
Increase in affordable seniors housing	34
More housing choices (e.g. transitional housing, retirement villages)	21
Improve health / emergency services – access; pharmacy	34
Improve at-home health care	3
More transportation options for those who cannot drive	33
Improve seniors exercise opportunities / seniors activities including better facilities	16
Better / affordable at-home non-medical services; improved coordination	13
Improve information / communications (social activities, health care, community amenities etc.)	10
High cost of living (hydro, taxes, community space rental)	6
More retail type stores / services	5
Improve internet / phone services	4
Improve access to socially isolated seniors	2
More volunteers	2
Improve / need more sidewalks on side streets	2
More seniors input into Council decision making	1
Total Number of Respondents	79

In the context of the Age-Friendly domains, Housing, Health Care and Transportation came out as the top priorities with respect to community needs for both the workshop participants and questionnaire survey respondents. Communications and Information and Community Support Services were also identified as a important needs or priority issues but with a more balanced ranking with respect to positive and negative responses.

The Civic and Social Participation domain had somewhat contrasting results. Workshop participants generally expressed positive viewpoints on the availability and quality of social and recreational programs and activities within the community. In comparison, the results from the questionnaire survey respondents indicate a ranking more in the middle range in terms of needs. These results suggest that, while participants felt positive about their community assets with respect to social and recreational activities, there still is room for improvement in terms of making Greater Madawaska more age-friendly.

The survey also asked respondents to score specific questions representative of the individual age-friendly domains in terms of how well they are being met today within the broader Greater Madawaska community. The responses to these questions as well as the results from the community workshop discussions are reviewed in each of the individual age-friendly domains summarized below. The domains are listed in the approximate order of priorities in terms of importance identified through the consultation process.

Housing

The Housing age-friendly domain clearly stood out as the top seniors need in Greater Madawaska as indicated in the following table. The majority of respondents stated that they strongly disagreed that the housing market in Greater Madawaska is capable of meeting seniors needs today.

Table 3: Questionnaire Survey Ranking Results - Housing Domain

How well are housing needs being met TODAY within the broader Greater Madawaska community.						
Need	Number of Responses					Total Responses
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know	
There is an adequate supply of affordable rental housing for lower income seniors within the community	6	2	9	61	26	104
There is an adequate supply of affordable assisted housing or retirement "villages" which provide shared facilities and on site seniors activities and services including medical (e.g. nurse)	5	1	13	61	22	102
Affordable long term care accommodation is available within the community	2	5	10	61	24	102

The availability of safe, adequate and affordable housing options is important to seniors if they are able to remain in the community or age in place and to stay independent as their needs change over time. The availability of housing options would cover the entire housing needs continuum ranging from independent living to assisted housing and supportive housing to long term care accommodation.

The primary issues and opportunities discussed in the housing domain are summarized as follows:

- There exists a limited supply and choice of affordable housing that is suitable for seniors;
- There is a need for assisted housing or rent-geared-to-income rental housing for lower income seniors but senior government funding is required for new construction;
- Seniors are required to move out of the community once they are unable to remain in single family homes and/or require continuum of care or assisted and supportive housing.

The issues around housing affordability and availability for seniors reflect Greater Madawaska's historical roots as a rural community with small scattered towns / villages. The rural lifestyle and scenic setting has long attracted both seasonal or full-time residents in search of locations offering lake/river frontages or vista views. Many of the respondents to the questionnaire survey, for example, are long time residents of Greater Madawaska first as cottagers and then as permanent home owners after retirement. As a result, the existing supply of housing in the Township is not well suited to meeting the needs of seniors who no longer are able live in rural, larger, maintenance-intensive single family homes due to health or physical reasons or because they cannot afford to retrofit or upgrade their homes as their needs change.

A survey completed by the Greater Madawaska Seniors Housing Corporation provides additional useful insight into housing needs of seniors in the Township. The survey found that available support services are integral to housing needs. More affluent seniors who retired to Greater Madawaska were willing and able to move to major centres to obtain the housing and services they need. In comparison, long time senior residents did not want to or could not afford to move to retirement homes in larger towns preferring to remain in their community even if they had to do with fewer services.

Community Support and Health Services

The availability and accessibility to affordable health and social care services are important for seniors to maintain their health and to be able to continue to live independently. This includes both institutional care as well as informal care provided by relatives and friends and home care or caregiver support services. As noted above, the 2013 survey found that available support services are integral to housing needs and are important in terms of allowing seniors to age in place. The survey also found that the most important services seniors needed included housecleaning, visiting nurse, transportation, laundry and meals (1 or 2).

People are also living longer with chronic diseases including an increased prevalence of Alzheimer's and dementia. Informal supports are often not enough to allow more elderly people to remain safely in their homes. Transitioning from being relatively fit to experiencing physical and other functional limitations increases the risks for further deterioration in health in terms of giving up on social outings and exercising which in turn leads to isolation and potentially depression.

It should be noted that this age-friendly domain includes stakeholders or organizations located outside of Greater Madawaska and serve a larger area of Renfrew County and Eastern Ontario. Examples include the Champlain Local Health Integration Network (LHIN), Champlain Community Care Access Centre (Ontario Ministry of Health and Long Term Care), and the Renfrew County and District Health Unit and the Renfrew County Emergency Services Department. Also, the operations of most of these agencies are subject to Provincial policies, legislation and program funding. The Community Support and Health Services domain requires, therefore, a wider scope than the other age-friendly dimensions in terms of forging partnerships with stakeholders outside of the immediate community.

In addition, there are several non profit and private organizations that provide in-home health and personal support services located elsewhere in Renfrew County (e.g. [Renfrew and Area Seniors' Home Support Inc.](#)) as well as outside the County itself (e.g. Victorian Order of Nurses, Ottawa) that provide services to Greater Madawaska.

Table 4: Questionnaire Survey Ranking Results - Community Support and Health Services

How well are community support and health services needs being met TODAY within the broader Greater Madawaska community.

Need	Number of Responses					Total Responses
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know	
Affordable health care services (e.g. hospitals, health practitioners, nurses etc) are available	10	38	24	21	9	102
Affordable at-home health and social care support services are available	7	33	20	13	31	104
There exists strong leadership and effective collaboration / partnerships between all organizations providing health and social care services and supports.	9	27	21	11	36	104
Affordable at-home non-medical supports and volunteer services (e.g. meal preparation, minor home repairs, snow removal, landscaping, housekeeping, transportation etc.) are available	8	27	23	23	22	103
Ambulance services is easily available in case of an emergency (e.g. fall or heart attack) at home	28	31	19	24	3	105
There exists a strong volunteer support network including community based / non profit organizations, foundations (e.g. Lions Club, VON, Legion, Kiwanis) and individuals, friends or family members.	30	36	16	7	16	105
I generally feel safe from crime living in the community	56	38	4	2	1	101

The results from the questionnaire survey summarized in the above table indicate that participants generally felt very positive about the volunteer support network in the community. Responses for the 3 items related to the availability of affordable health care and at-home support services were more balanced towards the middle range between those who were somewhat in agreement or somewhat in disagreement. Still, the number of respondents who strongly disagreed did significantly outnumber the number who strongly agreed especially for health services and at-home non-medical services. The degree to which survey respondents viewed the level and quality of health services as very unsatisfactory, however, was lower when compared to the 3 workshop ranking. The availability of ambulance / emergency services was rated relatively favourably by the survey respondents which contrasts somewhat to the more negative responses received from the workshop participants.

The key issues and opportunities identified from the consultation process on the theme of Community Support and Health Services are summarized as follows:

- Respondents, and in particular, those residing in the Calabogie area, considered the Calabogie Medical Centre to be a valuable asset to the community. However, residents in other communities viewed the Centre as being inaccessible.
- There was widespread agreement that Greater Madawaska was seriously underserved in terms of professional health practitioners requiring a need to travel to other centres like the Town of Renfrew or Ottawa for specialized medical services. Some participants stated that it was difficult to find a family doctor after they moved to the community.
- More physical activities programs and swimming pool would be beneficial to seniors in

- terms of staying healthy and fit.
- There have been long wait times for ambulance service.

Transportation and Mobility

Transportation services, is a key factor influencing active aging and being able to move about the community determines the extent of social and civic participation as well as access to health care and social services. For the frail elderly, driving may become stressful or dangerous due to sensory, cognitive or physical impairments. For smaller communities like Greater Madawaska where there is no public transit and widespread distribution of population, these seniors have limited options relying on friends, relatives or volunteers to get around. The transportation age-friendly domain was identified as one of the most significant issues from the community consultation process.

Table 5: Questionnaire Survey Ranking Results - Transportation

How well are transportation needs being met TODAY within the broader Greater Madawaska community.						
Need	Number of Responses					
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know	Total Responses
Affordable transportation choices or options, excluding personal use of automobile, for shopping, attending social events, visiting friends, going to doctors' appointments etc. are readily available	19	12	16	40	16	103

The following list summarizes the primary issues and opportunities discussed in the transportation domain are summarized from the community consultation process:

- Participants stated that transportation choices were very limited in terms of both travelling to outside communities for shopping, health care etc. and moving within Greater Madawaska
- Some participants expressed the need for better communications with respect to the availability of existing transportation services including volunteer drivers.
- A few others stated that the limited transportation was a "fact of life" of living in a rural community like Greater Madawaska and that seniors generally were able to travel around themselves or get friends and relatives to drive them.

Social Participation

Age-friendly communities offer plentiful opportunities to participate in leisure, social, and cultural activities and events, and within the family, allowing older people to build and maintain relationships.

Table 6: Questionnaire Survey Ranking Results - Social Participation

How well are social participation needs being met TODAY within the broader Greater Madawaska community.						
Need	Number of Responses					
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know	Total Responses
There are affordable and diverse social, cultural and recreational activities available and many opportunities to socialize and meet other seniors	23	43	16	10	12	104
Community facilities and affordable space (e.g. libraries, seniors' centres, arenas etc) for seniors' programs and events are adequate, accessible and affordable	16	37	17	22	13	105

Overall, participants expressed positive opinions on the quality of existing social, recreational and cultural activities but there were notable concerns raised regarding the availability of suitable facilities and their community wide accessibility. Several participants also indicated that seniors' activities should be expanded especially in terms of physical exercises and outdoor activities.

Based on the feedback from the workshops, social activities were strongly focussed around specific local community centres which function as social hubs for each of local communities: Calabogie / Calabogie Community Centre, [Griffith / Denbigh-Griffith Lions Club Hall](#) and Matawatchan / [Matawatchan Community Memorial Centre](#), and Dacre / [DACA Community Centre](#)). These centres have performed the same social hubs to surrounding communities long before the 2001 amalgamation of the previously independent townships.

There were also issues raised around the need for better communications and improved coordination to increase awareness about social activities within Greater Madawaska which will be too (it was noted at the workshops by Township staff, however, that there was recreation coordinator working with the Township and shared with the County of Renfrew).

Communications and Information

An age-friendly community ensures that information on seniors' programs and services is readily available, current and easily accessible. The community also provides support to older people to stay connected with events and people and have ready access to relevant information in a variety of forms. In addition, senior governments and in particular, the Province are continuously changing policies, rules and regulations and funding in key areas of responsibility such as health care resulting in frequent restructuring in service delivery. Communication strategies are, therefore, critical to help seniors navigate and re-navigate the ever changing and complex service environment. In the case of Greater Madawaska, much information is also sourced at the County level.

Although Communications and Information is identified as a unique age-friendly domain, its issues and needs are common to all other age-friendly dimensions.

Table 7: Questionnaire Survey Ranking Results - Communications and Information

How well are communications and information needs being met TODAY within the broader Greater Madawaska community.

Need	Number of Responses					Total Responses
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know	
It is easy to find available and current information on community seniors' programs and events; events are well promoted in the local media	21	28	26	17	11	103
It is easy to find and accurate information on health care and social services including at-home supports (e.g. one-stop information centre)	7	22	32	20	23	104

Many participants also indicated that there was a real need to establish a one-stop centre or coordination point to ensure that the information is collected and disseminated effectively. Some respondents also observed that, while communications and information flows are generally good within the local communities but lacking between communities throughout the Township. Others also stated that the Township can do a better job of communicating information and promoting events.

Participants also stated that all forms of communications should be used (e.g. mail outs, internet, newspaper media etc.) but that word of mouth is most important. While newspapers were viewed as being important sources of information, most were from other communities or covered the larger Renfrew region. On the other hand, the local community based newspaper, the Madawaska Highlander, was published only every two months.

There was general community-wide agreement that there existed a need for better high-speed internet services as well as better coverage for cell phone services.

Civic Participation, Volunteerism and Employment

This age-friendly domain addresses opportunities for older people to contribute to their local communities through volunteering, mentoring or working and to participate in community decision making / local political processes. An age-friendly community accomplishes older adults' desire to contribute their talents to political and community development initiatives. In addition, the ability of an older adult to find meaningful employment is an important means of providing economic security to individuals on limited or fixed incomes.

Table 8: Questionnaire Survey Ranking Results - Civic Participation, Volunteerism and Employment

How well are civic participation, volunteerism and employment needs being met TODAY within the broader Greater Madawaska community.						
Need	Number of Responses					Total Responses
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know	
Seniors are actively involved in decision making processes at the community level dealing with matters impacting their quality of life	14	29	20	13	26	102

There exist many opportunities for seniors to contribute meaningfully and productively to the community in terms of volunteering their time, experience and knowledge	26	26	23	8	19	102
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Participants generally did not identify major issues or needs related to this age-friendly domain. A few people did state that better representation by elected Council members is needed and that there should be more opportunities for seniors to provide input into Council decisions. In two workshops, participants indicated there were strong volunteer support groups but tend to be the same core of individuals which may lead to volunteer fatigue. In contrast, an observation was made in the Calabogie workshop that there existed a lack of a strong volunteer network because there was little interest.

Open Spaces and Public Buildings

The accessibility and availability of public spaces and facilities such as parks, recreational facilities, libraries, community centres, public washrooms and other public spaces is another important factor that affects opportunities to participate fully in community life. Accessibility includes the removal of barriers that limit an individual's capacity to use spaces and services not only in public facilities and open spaces but also in private business such as retail stores, restaurants etc. This age-friendly domain also includes issues related to safety such as street lighting, traffic speed, pedestrian crossings etc.

Table 9: Questionnaire Survey Ranking Results - Open Spaces and Public Buildings

How well are open space and public building needs being met TODAY within the broader Greater Madawaska community.						
Need	Number of Responses					
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know	Total Responses
Public buildings (e.g. community centre, library, sports arena, town hall) are accessible for older people requiring wheelchairs, walkers, scooters etc. for mobility	27	41	12	7	16	103
Sidewalks, walking trails, bicycle paths etc are adequate, well maintained, accessible and safe	1	23	27	37	15	103
Private / business buildings (e.g. retail stores, restaurants, medical offices etc) are accessible for older people requiring wheelchairs, walkers, scooters etc. for mobility	15	35	27	13	14	104

In general, participants expressed very positive opinions about the public facilities in the community although a few residents attending the Griffith workshop did indicate that some public facilities were not easily accessible and that a library was needed in the community. A few respondents stated that more public facilities were needed especially for seniors such as a expanded exercise facilities and a swimming pool. Others expressed concern over the rising costs of renting out space for seniors' activities.

As shown in the above table, survey respondents indicated significant dissatisfaction with the accessibility and adequacy of sidewalks, walking trails, bicycle paths etc. Concerns were raised by a few participants at the Calabogie workshop regarding the need for more sidewalks and better snow removal.

Social Inclusion and Respect

This age-friendly dimension is concerned with general community wide awareness, recognition and respect of seniors / elderly needs. An age-friendly community promotes positive images of ageing and provides opportunities for different generations to integrate socially and change negative attitudes through outreach and education.

Table 10: Questionnaire Survey Ranking Results - Social Inclusion and Respect

How well are social inclusion and respect needs being met TODAY within the broader Greater Madawaska community.						
	Number of Responses					
Need	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know	Total Responses
Seniors are treated with respect and dignity; in the community and their contributions to the community are recognized	42	40	12	4	6	104
Business stores are age-friendly in terms of the quality of service to older customers and accessibility	28	44	16	5	9	102

As illustrated in the above table, the majority of participants felt they were treated with respect and dignity in the community. Still, several individuals did indicate that there was a social divide between long time and new residents. A few others did state that it was important to reach out to isolated elderly and physically disadvantaged seniors.



Appendix 6: The Age-Friendly Community Plan

6.1 Introduction

The Age-Friendly Community Plan for Greater Madawaska is based on a several key strategic principles. These principles were identified from a best-practices review of other community age-friendly plans and a review of other literature.

- An age-friendly plan needs is based on partnerships between all stakeholders including community based or non-profit organizations, charity foundations, all levels of government, volunteers, professional health and social care providers as well as informal supports, and business / private industry. In the case of Greater Madawaska, this network also includes volunteers and community based organizations not only within the Township but also in nearby places like the Town of Renfrew as well as regional (County) and even Eastern Ontario (including Ottawa) levels (see Attachment A).
- As a municipal government organization, the Township has a direct influence in several age-friendly domains in terms of the provision of services and programs including outdoor spaces and buildings (e.g. parks, arenas, libraries, sidewalks, bicycle paths and walking trails etc.), civic participation, social participation (e.g. recreational and cultural activities), housing and, communications and information.
- Strong and sustainable support from senior levels of government, especially the Province of Ontario which is responsible for the delivery of most health care and social support services, is critical to Greater Madawaska's future success as an Age-Friendly Community. It is important that the needs of seniors living in smaller and rural communities like Greater Madawaska are clearly communicated with and understood by senior government levels.
- The active participation and involvement of seniors in decision making and the implementation of age-friendly initiatives is critical to meaningful and sustainable change processes.
- An age-friendly community benefits people of all ages and all economic activities and not only resident seniors.

The strategies are anchored by an overall vision statement and a set of strategic principles which attempt to reflect the overall views and priorities expressed from the consultation processes and from what has been learned from the experiences and results of other community driven age-friendly plans.

6.2 Overall Vision and Supporting Principles

Vision Statement

Greater Madawaska is a vibrant and caring community which supports older adults to live independent, healthy, active and productive lives.



Principles

An Age-Friendly Greater Madawaska is a community where:

- Older adults are recognized as positive contributors to enhancing the overall quality of life in the community and where it is recognized that an age-friendly community benefits people of all ages.
- Older adults are treated with respect and dignity.
- Older adults have the opportunity to age in place and remain in Greater Madawaska.
- The most vulnerable older population members are helped to overcome social isolation and loneliness.
- Older adults are directly involved in the policy- and decision-making in shaping actions and bringing about positive changes.
- Volunteers and community based organizations are supported and recognized for their valuable contribution in enhancing the quality of life of older adults.

6.3 Strategies and Actions by Age-Friendly Domains

1. Housing

Goal

Increase the availability and choice of affordable housing which will allow seniors to remain in their communities as their needs change.

Strategies / Actions

1.1 Encourage and support initiatives to provide affordable and innovative housing choices in accessible locations for seniors.

1.1.1 Continue to support the Greater Madawaska Seniors Housing Corporation's 5-unit project proposal in Griffith.

1.1.2 Identify and pursue opportunities for affordable seniors housing in Greater Madawaska

1.2 Enable seniors to live independently in their own homes by assisting them to make barrier-free modifications and other related improvements

1.2.1 Increase awareness of lower income older home owners and seniors with disabilities to access [federal](#) and [provincial funding](#), Ontario Renovates program, through education and awareness promotion and application assistance (program provides forgivable loans to homeowners and landlords for major repairs, for accessibility modifications, or to create secondary/garden suites). Information to include other financial assistance programs available from [Ontario](#) or Canada to make homes more accessible through education and promotion (e.g. tax credits, property tax relief, land tax deferral).



2. Community Support and Health Services

Goal

Older adults have convenient access to community support and health services that allow them to age in place and promotes wellness and active aging through an integrated network involving service providers both within the community and at the regional level.

Strategies / Actions

2.1 Improve access to community health and service supports and knowledge that assist older adults to age in place

2.1.1 Promote the sharing of information related to home support services (non-medical) available to seniors living in Greater Madawaska in coordination with volunteer and charity organizations (e.g. [Calabogie and Area Home Support](#), [Renfrew and Area Home Support Inc.](#)).

2.1.2 Encourage co-ordination between emergency and dispatch services and promote training such as first aid and cardiopulmonary resuscitation.

2.1.3 Promote volunteer opportunities

2.2 Increase awareness among older adults about safety in the home as they age, particularly with regards to fire and fall safety, and accessibility

2.2.1 Provide information materials and organize workshops on fire and fall safety, and home accessibility improvements to older adults.

3. Transportation and Mobility

Goal

Increase opportunities and choices for affordable, safe transportation and mobility for an aging population including vehicular travel both within and outside the Township, walking, cycling and mobility assistance devices (e.g. scooters, walkers, wheelchairs).

Strategies / Actions

3.1 Increase affordable transportation services and options to seniors who are unable to drive themselves

3.1.1 Increase the awareness and promote the use of transportation services currently provided to Greater Madawaska seniors (e.g. [Sunshine Coach Services of Renfrew](#), [Renfrew and Area Seniors' Home Support Inc.](#), and [Champlain LHIN supported non-urgent transportation service](#) / [Carefor Health and Community Services](#))



4. Communications and Information

Goal

Ensure that Information on seniors' programs and services is readily available, reliable, current and easily accessible.

Strategies / Actions

4.1 Establish a procedure to distribute information to seniors living in Greater Madawaska

Note: Please refer to other Age-Friendly domains for actions related to this strategy.

4.1.1 Maintain an inventory of existing provincial and federal government funding programs which are available to both private businesses, non-profit organizations, individuals and local municipalities in support of age-friendly initiatives including capital investments such as seniors housing construction and renovation. Examples of funding programs include [Ontario Seniors Community Grant Program](#), Ontario Renovates / [Investment in Affordable Housing Program](#), [Ontario Trillium Foundation](#), [CMHC Seed Funding](#), [New Horizons for Seniors Program](#) (Employment and Social Development Canada).

4.2 Increase awareness and access to information on seniors' programs and services and community events.

4.2.1 In co-operation with stakeholders develop a comprehensive and coordinated communication plan to support the dissemination of key information for older adults to include community newspaper media, internet / social media, cell phone apps etc.) as well as traditional formats such as printed brochures.

4.2.2 Develop a dedicated older adults' page on Greater Madawaska's website that provides a central source of information on services and supports for older adults.

4.3 Encourage seniors' adaptation of technology.

4.3.1 Host technology/digital training and literacy programs for older adults that focus on Internet awareness, safety / security and new information technologies; consider partnering with volunteer / non profit organization.

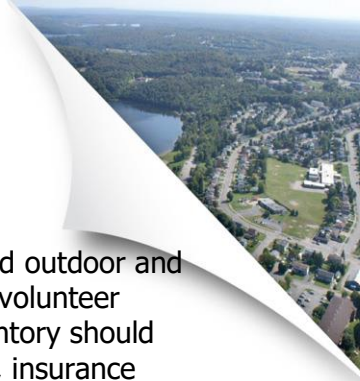
5. Social Participation

Goal

Older adults have the maximum opportunity to enjoy all the natural amenities and recreational facilities and activities that Greater Madawaska has to offer and to actively participate in community social and cultural events and programs

Strategies / Actions

5.1 Promote opportunities for social participation in accessible places to meet



diverse needs of older adults

5.1.1 Maintain a central inventory of available program space, programs and outdoor and indoor activities including Township facilities, community centres, service / volunteer organizations, private facilities (e.g. Calabogie Peaks Resort facilities); inventory should include information on required permits, membership applications, licenses, insurance etc.; promote programs offered by Township and private sector/local businesses.

5.1.2 Provide opportunities for ongoing input from seniors regarding satisfaction with current programs and engage older adults in planning decisions about what types of programs, services and other opportunities are offered. In consultation with seniors, undertake regular (annual) reviews of existing programs and services provided in the Township to ensure that they meet the needs of older adults.

5.1.3 Continue to support and promote existing community centres as local “community hubs” providing focal locations for social and cultural activities.

5.2 Promote and encourage social participation targeting older adults.

5.2.1 Research ways to implement an outreach program to encourage seniors to participate in social events and activities and with particular attention given to seniors with disabilities and isolated older adults as well as newcomers.

6. Social Inclusion and Civic Participation

Goal

Greater Madawaska is a community where older people are respected as valued members of the community and where their views and contributions are pursued in all aspects of social, cultural, economic and political life, including those who may be disadvantaged or marginalized.

Strategies / Actions

6.1 Encourage seniors to have a voice in decisions that affect their community.

6.1.1 Establish a Seniors Advisory Committee to advise Council and community wide age-friendly stakeholders regarding ongoing and new priorities on matters affecting the quality of life of senior residents in Greater Madawaska. The Seniors Advisory Committee will also have the overall responsibility of implementing and monitoring the Greater Madawaska Age-Friendly Community Plan.

6.2 Promote volunteer opportunities to seniors to enhance community engagement and social connectivity.

6.2.1 Work with local / County wide community organizations / charity foundations to promote opportunities for volunteers among the seniors community (see for example, [South Okanagan Seniors Wellness Centre](#), [Calgary's Seniors' Resource Centre](#)).

6.3 Enhance Greater Madawaska's overall awareness and recognition as an Age-Friendly Community

6.3.1 Apply to the [World Health Organization](#) to join the international network of age-friendly cities and receive WHO designation.

Appendix 7: Implementation

The challenges and opportunities facing Greater Madawaska's transition to an age-friendly community are diverse and complex incorporating interrelated social, economic and physical aspects impacting the quality of life of the Township's seniors. In order to deal with these issues, it will be necessary to encourage collaboration and build partnerships between all stakeholders who have a role in achieving an age-friendly community.

The Age-Friendly Community Plan for Greater Madawaska contains a number of strategies and actions for the different domains or themes identified by the World Health Organization. While the majority of actions can be implemented with relatively minimal additional cost, for smaller communities like Greater Madawaska, the capacity to adjust to additional work on existing staff is still very limited. It is also evident from the literature review that there exists a wide and diverse range of possible "best practices" or initiatives that have been undertaken by Canadian municipalities and community-based non profit and volunteer organizations.

One strategic priority of the Plan is to encourage strong collaboration and partnerships between community stakeholders. A key recommended action item is the establishment of a Seniors Advisory Committee (Action item 6.1.1). The active participation and involvement of seniors in decision making and the implementation of age-friendly initiatives is critical to meaningful and sustainable change processes. It is also intended that this Committee would have leadership in a number of actions and would have the overall responsibility of implementing and monitoring the Plan. Another key role of the Seniors Advisory Committee is to bring together leaders of seniors' organizations from across the municipality to generate conversation, form partnerships, and create solutions to shared challenges. Attachment A provides a list of other potential stakeholder partners.

The progress and results of the Age-Friendly Community Plan will be monitored by the Advisory Committee in consultation with Township staff together with a report submitted to Council on an annual basis. The monitoring process will include any required refinements to the Plan including additional actions and/or opportunities for partnerships as well as adjustments to priorities to ensure that the Plan will remain responsive and relevant to the changing needs of the Township's older residents.

The Township is also planning to undertake a strategic planning exercise which will set out Council's vision for the community and specific goals and priorities that will guide the planning activities and resource allocations within the administration. The Age-Friendly Community Plan will represent an important element of the Township's Strategic Plan.

Attachment A: Age-Friendly Stakeholders – Greater Madawaska, Renfrew County and Surrounding Communities

Note: The following is not intended to be an exhaustive list of representative stakeholders.

Sector	Stakeholders
Health Care and Community Support Services	
Greater Madawaska	Calabogie Medical Centre (Township of Greater Madawaska facility) Calabogie and Area Home Support Program Inc. (Champlain LHIN)
Regional / Eastern Ontario	County of Renfrew (Renfrew County and District Health Unit, Renfrew County Paramedic Services) Renfrew & Area Home Support Inc. , Renfrew (Champlain LHIN) Renfrew Victoria Hospital and Foundation , Renfrew (Champlain LHIN). Regional specialized centre for Nephrology Services Pembroke Regional Hospital , Pembroke (Champlain LHIN). Regional specialized centre for stroke care, cardiac and inpatient rehabilitation and cancer care Champlain Local Health Integration Network (South Renfrew Health Link)/ LHIN (Ottawa), Ontario Ministry of Health and Long Term Care (MOHLTC) Champlain Community Care Access Centre / CCAC, Ottawa / Renfrew, (Champlain LHIN) Carefor Health & Community Services (previously Victorian Order of Nurses), Pembroke (Champlain LHIN) Alzheimer Society of Ottawa and Renfrew County , Arnprior Marianhill Inc. , Pembroke Regional Geriatric Program of Eastern Ontario (Ottawa Hospital) The Outcare Foundation Hospice Renfrew Renfrew & Area Health Village Priority Patient Transfer Service (Ottawa / Renfrew / Eastern Ontario)
Social and Community Participation	
Greater Madawaska	Northern Lights Seniors (Griffith / Matawatchan) Calabogie Seniors Club No. 971 Township of Greater Madawaska (Calabogie Community Hall, Griffith Community Hall, Matawatchan Community Hall, Greater Madawaska Public Library) Calabogie Lions Club Denbigh-Griffith Lions Club Dacre and Area Community Association (DACA) Community Centre
Housing	
Greater Madawaska / Regional	Greater Madawaska Seniors Housing Corp. County of Renfrew (Renfrew County Housing Corporation)
Transportation	
Regional	Sunshine Coach Service of Renfrew , Renfrew See also Carefor Health & Community Services, Renfrew & Area Seniors' Home Support above)

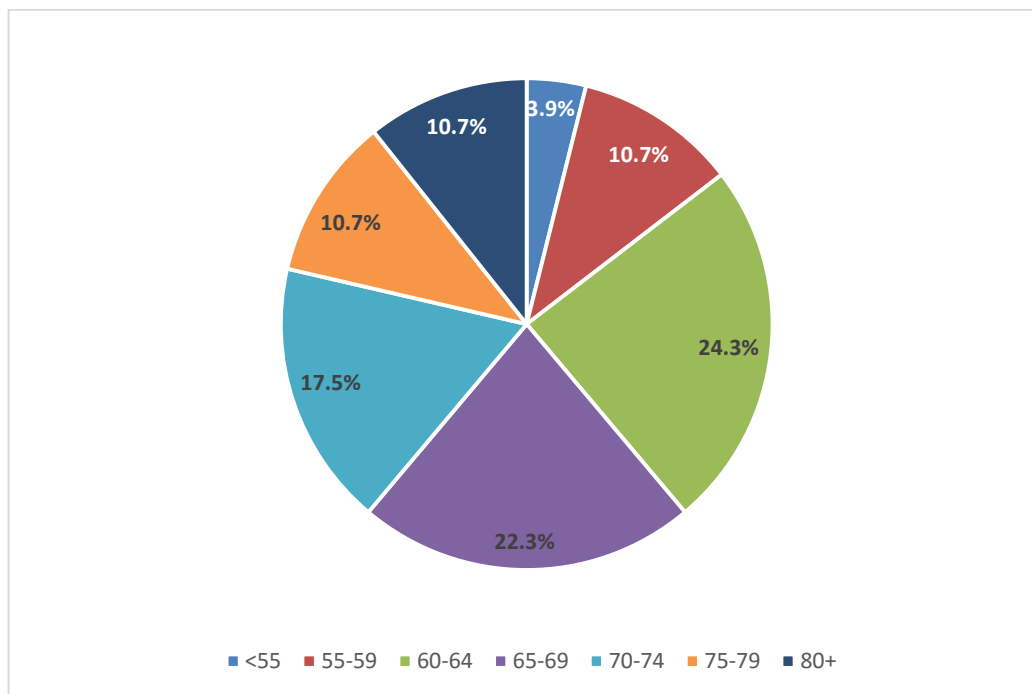
Sector	Stakeholders
Communications and Information	
Regional / Provincial	Champlainhealthline.ca (Champlain CCAC) Health Care Connect (MOHLTC) Caregiverexchange.ca (Champlain CCAC) Renfrew County Database of Community Services (CountyConnections) managed by the Community Resource Centre (Killaloe) 211 Ontario Helpline (Ontario Ministry of Community and Social Services) Volunteering in Renfrew County Ontario Community Support Association (Toronto) Service Canada Information for Seniors and Caregivers Eastern Ontario Regional Network (Eastern Ontario Wardens' Caucus) Renfrew Today (96.1 FM Radio) Madawaska Highlander Renfrew Mercury Daily Observer Eganville Leader
Greater Madawaska – Businesses	Calabogie Peaks Resort Calabogie & Area Business Association All local / community based businesses
Greater Madawaska-Residents	Family, friends, volunteers
Government – Province of Ontario	Ministry of Health and Long Term Care Ministry of Community and Social Services Ministry of Municipal Affairs and Housing Ontario Trillium Foundation
Government of Canada	Public Health Agency of Canada Employment and Social Development Canada (New Horizons) Canada Mortgage and Housing Corporation Federal / Provincial / Territorial Ministers for Seniors Forum Minister of State (Seniors) / National Seniors Council
Other Institutional	World Health Organization (Age Friendly Network) Federation of Canadian Municipalities Association of Municipalities Ontario
Other / Hybrid Organizations	Examples Rural Ontario Medical Program Ontario Interdisciplinary Council for Aging and Health Seniors Health Knowledge Network Ontario Research Coalition of Research Institutes/Centres on Health and Aging Health Quality Ontario

Attachment B: Summary of Community Consultation Phase Results – Questionnaire Survey

In total, there were 105 responses received from individuals who completed at least part of the survey questions.

1. General Profile of Survey Respondents

Age distribution of respondents



Age Group	Total Responses
No Response	2
<55	4
50-59	11
60-64	25
65-69	23
70-74	18
75-79	11
80+	11
TOTAL	105 (includes no responses)

Marital status

	# Responses	% Total
Single (including	22	21.8

widow or widower)		
Married or common law	79	78.2
TOTAL RESPONSES	101	100

Working status

	# Responses	% Total
Retired (both spouses or partners)	80	80
Part Time Employment (either spouse or partner)	9	9
Full Employment (either spouse or partner)	11	11
TOTAL RESPONSES	100	100

Number of respondents by Ward

Ward	1	2	3	Other / Not Stated	Total
Number	60		27	2	101

How many years have you lived in Greater Madawaska?

	Responses
< 5 Years	11
5-9 Years	10
10-14 Years	17
15-19 Years	18
20-29 Years	15
30+ Years	25
Not Stated	1
TOTAL RESPONSES	97

Eight respondents also indicated that they lived in Greater Madawaska part-time or seasonally prior to residing all year. Six of the 8 have lived in the Township on a seasonal basis for 20 years or more, one for 16 years and one for 11 years. Four of the 8 lived in Greater Madawaska on a full time basis for less than 5 years.

Where did you live before moving to Greater Madawaska?

	Responses
Rest Renfrew County	7
Greater Ottawa	46
Rest Eastern Ontario	9
Greater Toronto Area	14
Rest South Ontario	6
Montreal / Quebec	3
International / Military	3
Did Not Move	2
Other – Not Stated	3

TOTAL RESPONSES	93
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Why did you move to Greater Madawaska?

	Responses
Life Style Choice for Retirement	73
Be Closer to Family	20
Job Opportunity	10
Always Lived Here / Moved Back	6
Other	3
TOTAL RESPONSES	112

Over the next five years, do you plan to.....

	Responses
Stay in the Same Home	78
Move to a Rental Apartment	3
Move to a Smaller Home	8
Move to a Retirement / Assisted Living Home	7
Move in with Family	0
Move Out of Greater Madawaska	19
TOTAL RESPONSES	103

If you are planning to move out of Greater Madawaska, is it because you are not able to find suitable affordable accommodation within the Township?

	Responses
Yes	12
No	32
TOTAL RESPONSES	44

Note: The total number of responses for this question is larger than the total number of respondents who indicated that they were planning to move out of Greater Madawaska in the previous question. This difference may be the result of misinterpreting the question by some respondents selecting "No" to indicate they were not planning to move away from the Township.

2. Responses to Age-Friendly Questions: Survey Rankings

Please rate the following age-friendly features and seniors' needs in terms of how well they are being met TODAY within the broader Madawaska community.						
Need	Number of Responses					Total Responses
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know	
There exists strong leadership and effective collaboration / partnerships between all organizations providing health and social care services and supports.	9	27	21	11	36	104
Seniors are actively involved in decision making processes at the community level dealing with matters impacting their quality of life	14	29	20	13	26	102
There is an adequate supply of affordable rental housing for lower income seniors within the community	6	2	9	61	26	104
There is an adequate supply of affordable assisted housing or retirement "villages" which provide shared facilities and on site seniors activities and services including medical (e.g. nurse)	5	1	13	61	22	102
Affordable long term care accommodation is available within the community	2	5	10	61	24	102
Affordable health care services (e.g. hospitals, health practitioners, nurses etc) are available	10	38	24	21	9	102
Affordable at-home health and social care support services are available	7	33	20	13	31	104
Affordable at-home non-medical supports and volunteer services (e.g. meal preparation, minor home repairs, snow removal, landscaping, housekeeping, transportation etc.) are available	8	27	23	23	22	103
Ambulance services is easily available in case of an emergency (e.g. fall or heart attack) at home	28	31	19	24	3	105
There exists a strong volunteer support network including community based / non profit organizations, foundations (e.g. Lions Club, VON, Legion, Kiwanis) and individuals, friends or family members.	30	36	16	7	16	105
There are affordable and diverse social, cultural and recreational activities available and many opportunities to socialize and meet other seniors	23	43	16	10	12	104
Community facilities and affordable space (e.g. libraries, seniors' centres, arenas etc) for seniors' programs and events are adequate, accessible and affordable	16	37	17	22	13	105
There are adequate exercise facilities and health related educational programs (e.g. fall prevention) available to seniors	14	28	22	27	14	105
There exist many opportunities for seniors to contribute meaningfully and productively to the community in terms of volunteering their time, experience and knowledge	26	26	23	8	19	102
Sidewalks, walking trails, bicycle paths etc are adequate, well maintained, accessible and safe	1	23	27	37	15	103

Public buildings (e.g. community centre, library, sports arena, town hall) are accessible for older people requiring wheelchairs, walkers, scooters etc. for mobility	27	41	12	7	16	103
Private / business buildings (e.g. retail stores, restaurants, medical offices etc) are accessible for older people requiring wheelchairs, walkers, scooters etc. for mobility	15	35	27	13	14	104
Affordable transportation choices or options, excluding personal use of automobile, for shopping, attending social events, visiting friends, going to doctors' appointments etc. are readily available	19	12	16	40	16	103
Seniors are treated with respect and dignity; in the community and their contributions to the community are recognized	42	40	12	4	6	104
Business stores are age-friendly in terms of the quality of service to older customers and accessibility	28	44	16	5	9	102
I generally feel safe from crime living in the community	56	38	4	2	1	101
It is easy to find available and current information on community seniors' programs and events; events are well promoted in the local media	21	28	26	17	11	103
It is easy to find and accurate information on health care and social services including at-home supports (e.g. one-stop information centre)	7	22	32	20	23	104

3. Are there other important advantages or gaps?

Advantages	Gaps
Proximity to medical clinic	More outdoor community events
Closeness to friends	Seniors who cannot drive
Home care transportation services	Improving cell phone service
	Rental space is expensive in Calabogie Community Centre
	Medical facilities need expansion
	Seniors exercise facilities not available
	Community cooking classes
	Bus transportation for groceries
	Internet services
	List of available at-home services (house cleaning etc.
	Calabogie gets all seniors program spending from Township (Dacre resident)
	Better communications of Township events, services etc.

4. In summary what are the three most significant needs facing Greater Madawaska in becoming more Age-Friendly in the future?

Most Significant Needs	# Times
------------------------	---------

	Mentioned
Increase in affordable seniors housing	34
Greater housing choices (e.g. transitional housing, retirement villages)	21
Improved health / emergency services – access; pharmacy	34
Improved at-home health care	3
More transportation options for those who cannot drive	33
Improved seniors exercise opportunities / seniors activities including better facilities	16
Better / affordable at-home non-medical services; improved coordination	13
Improved information / communications (social activities, health care, community amenities etc.)	10
High cost of living (hydro, taxes, community space rental)	6
More retail type stores / services	5
Improved internet / phone services	4
Improved access to socially isolated seniors - information	2
More volunteers	2
Better sidewalks	1
Need more sidewalks on side streets	1
More seniors input into Council decision making	1
Total Number of Respondents	79

5. In your opinion, what do you think are the most important actions that can be undertaken and make a significant contribution to Greater Madawaska's success in becoming an Age-Friendly Community keeping in mind the small population size of the Township? Priority should be given to actions that enhance the affordability, accessibility and /or availability of particular seniors' needs.

The following table shows the frequency of identified actions according to the order in which respondents placed them from first to fifth.

Recommended Action	# Times Mentioned by Rank					Total Mentions
	1	2	3	4	5	
Increase in affordable seniors housing - choices	12	4	2	1	1	20
Housing- general	3					3
Assist in home retrofitting for seniors	1					1
Improve health care services (within community)	6	3	2	2		13
Better / affordable transportation general	4	3				7
Better transportation – outside Township	1		1		1	3
Better transportation – volunteers – ride sharing	4		1			5
Improve emergency / ambulance services	1	2	2	1		6
Improve home support services	3	3		1		7
Improve at-home health care services	2		1		1	4
Focus help to more isolated, physically handicapped seniors		1	1			2
Better representation by elected Council members – input from seniors	3	1				4

Better communications from Township - general	1		2			3
Better communications / information from Township on seniors' activities / activities coordinator	5		2	4		11
Improved community wide information communications (e.g. newspaper)	3		1			4
Improved seniors targeted programs and activities / facilities– physical fitness and social interaction	3	5	2	1	2	13
Use library as drop-in centre		1				1
Better organization of volunteers / communications network			3	2		5
Reduce local government over regulation		1				1
Job creation – employment growth				1		1
Lower property taxes	1		1			2
Sidewalk snow clearance / improved sidewalks		3				3
Better street lighting			1			1
Better signage	1					1
More outreach with youth – high schools in Renfrew – intergenerational activities		1		1		2
Better overall planning for seniors	1	1				2
Improved business co-ordination / service with seniors		1		1		2
Improved retail / shopping (e.g. produce)			1			1
Better internet services / information infrastructure	1		1			2
More /better education programs for seniors					2	2
Total Number of Responses	56	30	24	15	7	132

Total respondents: 56

6. Other Comments

- Promote our area to visit Greater Madawaska (recreational activities)
- Calabogie has greatest share of public and private seniors activities – should be more evenly distributed geographically
- If there existed a cluster of seniors, as in a housing centre, other functions (ie transportation etc.) would likely fall into place.
- Many sell their homes and move to the city or town once poor health becomes an issue. Not to sure if you can solve this problem given size of population.

Attachment C: Summary of Community Consultation Phase Results – Community Workshops

1. Ranking of World Health Organization's Age-Friendly Domains:

Workshop participants were asked to only rank those elements which they had an opinion on in terms of the four rankings. As a result, the total responses may vary between elements and by communities.

How Well is the Community Able to Meet Your Needs in:					
Age Friendly Domain / Community	Number of Responses				
	Very Satisfactory	Moderately Satisfactory	Somewhat Unsatisfactory	Very Unsatisfactory	Total Responses
Available and Affordable Housing					
Calabogie		1		14	15
Griffith	1			11	12
Dacre		2	3	4	9
Total	1	3	3	29	36
Transportation					
Calabogie		5	1	9	15
Griffith		1	2	9	12
Dacre		2	6	1	9
Total		8	9	19	36
Public Outdoor Spaces and Buildings					
Calabogie	1	7	4		12
Griffith		6	3	1	10
Dacre	1	5	3		9
Total	2	18	10	1	31
Community Support Services					
Calabogie		3	6	2	11
Griffith		8		1	9
Dacre		3	4	3	10
Total		14	10	6	30
Health Services					
Calabogie	1	1	3	12	17
Griffith		4		6	10
Dacre		1	1	4	6
Total	1	6	4	22	33
Civic / Social Participation and Volunteerism					
Calabogie	4	6	2		12
Griffith	6	3	2		11
Dacre		5	2	1	8
Total	10	14	6	1	31
Employment					
Calabogie	1	4	2	1	8
Griffith			4	2	6
Dacre			4		4
Total	1	4	10	3	18

Social Respect and Inclusion					
Calabogie	3	2	8		13
Griffith	3	6	1		10
Dacre		5	4		9
Total	6	13	13		32
Communication and Information					
Calabogie		1	2	11	14
Griffith	2	7	2	1	12
Dacre		2	1	5	8
Total	2	10	5	17	34

2. Summary of Community Discussions of Issues, Needs and Opportunities by Age-Friendly Themes

Age-Friendly Theme	Community Workshop		
	Griffith	Calabogie	Dacre
General Comments	<ul style="list-style-type: none"> Distinction between Griffith and Calabogie exists Township covers large geographic area – makes it difficult for residents to associate with other communities 	<ul style="list-style-type: none"> Greater Madawaska is great place to live / retire Do different villages / communities need different solutions? 	<ul style="list-style-type: none"> More affordable seniors housing needed but not likely to happen Communities tend to operate in 'bubbles'
Available and Affordable Housing	<ul style="list-style-type: none"> Need more affordable, maintenance free housing 	<ul style="list-style-type: none"> Need affordable housing 	
Transportation	<ul style="list-style-type: none"> Transportation is difficult for shopping, medical appointments etc. Previous Land O'Lakes bus service was very useful – no longer available Volunteer drivers are important – medical appointments, home support, Canadian Cancer Society Wheels of Hope Need bus service 	<ul style="list-style-type: none"> Transportation does not exist – need improvement Volunteer drivers for medical appointments are available but not well known 	<ul style="list-style-type: none"> Seniors generally are able to drive themselves to appointments or get friends/relatives to drive
Public Outdoor Spaces and Buildings	<ul style="list-style-type: none"> Need Griffith Library Few buildings are accessible 	<ul style="list-style-type: none"> Calabogie library is valuable asset Sidewalks are needed Snow removal needs improvement 	
Community Support Services		<ul style="list-style-type: none"> Calabogie generally has everything except for bank and pharmacy 	<ul style="list-style-type: none"> More home care services needed Need better communications to improve awareness of community support

Health Services	<ul style="list-style-type: none"> • Need to travel to Renfrew • Long waits for ambulance services • Emergency services need improvement • Calabogie Medical Centre is a positive asset • Paramedic wellness clinic is very beneficial 	<ul style="list-style-type: none"> • Great medical facility but needs expansion and more services • Need to travel outside (Ottawa) for medical services • Expansion is ongoing issue • Need to give up previous doctor etc. when moving – difficult to find local doctor • Long waits for paramedic / ambulance services • Nurse practitioner would help medical needs • Communications on health issues can be improved (e.g. falls prevention) 	<p>services</p> <ul style="list-style-type: none"> • More home health care required • Calabogie health centre not accessible • Need to travel outside community to obtain health services • Swimming pool would be desirable asset • Need more seniors specific activities
Civic / Social Participation and Volunteerism	<ul style="list-style-type: none"> • Opportunities for participation available but not well known • Need Seniors Advisory Committee • More input from seniors on Council decisions • Private recreation needed (e.g. pool, exercise facilities) • Need public beach • Lions Club hall is valuable asset • Matawatchan Community Hall provides many seniors activities and events • Small communities organize events • Lack of volunteer system – little interest 	<ul style="list-style-type: none"> • Excellent outdoor recreational opportunities • More exercise activities / facilities needed including private • More outreach / promotion healthy and active living • Strong community group support • Not a wealthy community – need better funding • There is a private gym / swimming pool near Calabogie Peaks – not well known • Need better communications on recreational services (there is a recreation coordinator at Township – one day per week – shared with Renfrew) • All recreation opportunities need to be tabulated in central information base • Strong volunteer support groups but same people – may lead to volunteer fatigue 	<ul style="list-style-type: none"> • DACA Community Centre important asset for activities and information • Coordinated by volunteers / committees • Lack of central coordinator for recreational activities • Strong volunteer culture but same core of volunteers – few youth in community
Employment	<ul style="list-style-type: none"> • Employment is limited 		

	in general – especially for young families – leads to out migration		
Social Respect and Inclusion		<ul style="list-style-type: none"> • Distinction exists between old and new residents 	
Communication and Information	<ul style="list-style-type: none"> • Need better information on available medical services • Word of mouth is critical source of information especially through community groups • Online information is valuable e.g. from Township, Lions Club • Need better high-speed internet. Service quality varies significantly between communities – most on satellites • Lack of coverage for cell phone services • Communications from Township can be improved – more frequent (e.g. tax bill inserts) 	<ul style="list-style-type: none"> • Communications generally is lacking • Better communications are needed for promoting events – use of all types of communications (mail outs, internet, posters etc) • Not all have internet connection – word of mouth is very important • Community newspaper is useful but not frequent enough (every 2 months) • Phone tree / network is also important • Telecommunications is spotty – depends where you live • Communications need to be clearer 	<ul style="list-style-type: none"> • Better internet services required • Cell phone services are poor • Word of mouth is important • Newspapers are important source of information (Renfrew Mercury, Eganville Leader, Weekender, Highlander) • Communications is strong within Dacre but lacking with other Greater Madawaska communities • Communication of grants and funding programs from Province/Federal governments would be useful