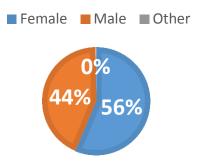
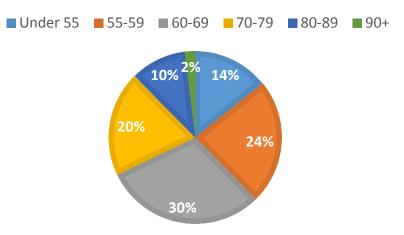
## Appendix C - Age-Friendly Community Survey Results

### **Respondent Demographics**

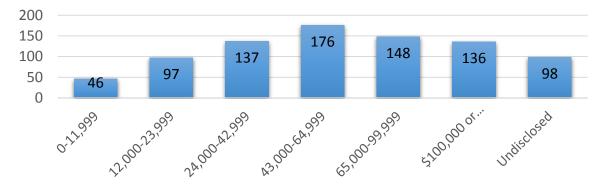
1) What is your gender?



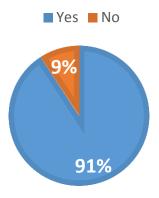
2) What is your age group?



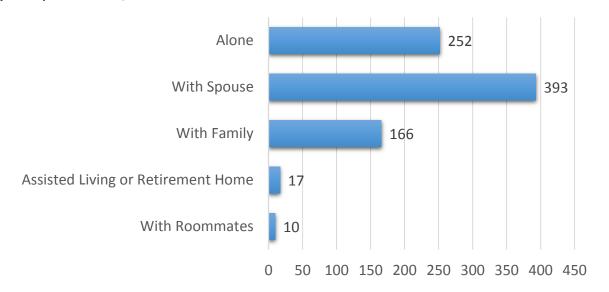
1) What was your household income before taxes last year?



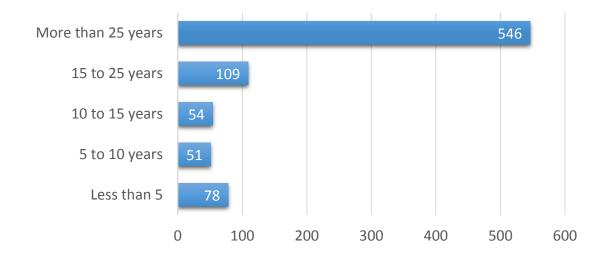
# 2) Are you a resident of Sarnia?



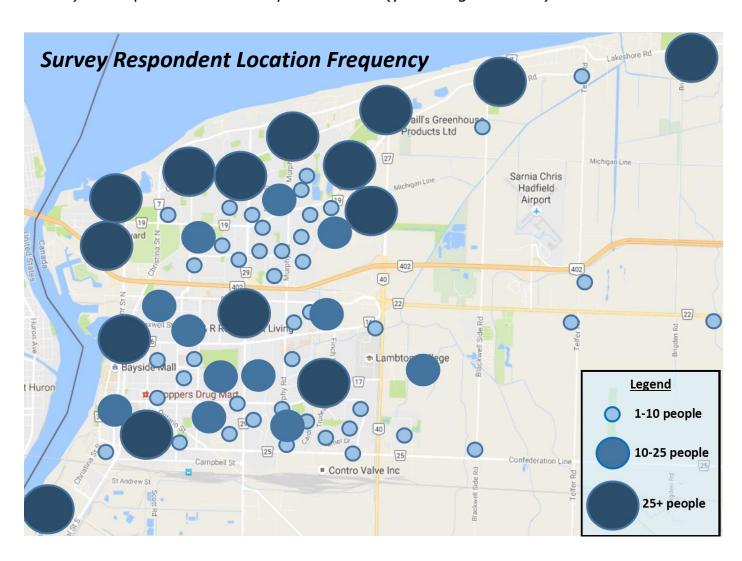
# 3) Do you live...;



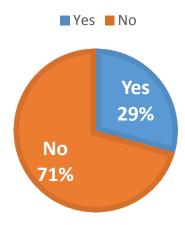
4) How many years have you lived in Sarnia?



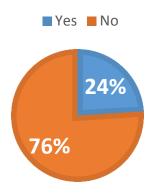
5) What part of Sarnia do you reside in (your neighborhood)?



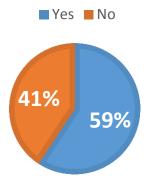
6) Do you have a disability/impairment that affects your daily life in Sarnia?



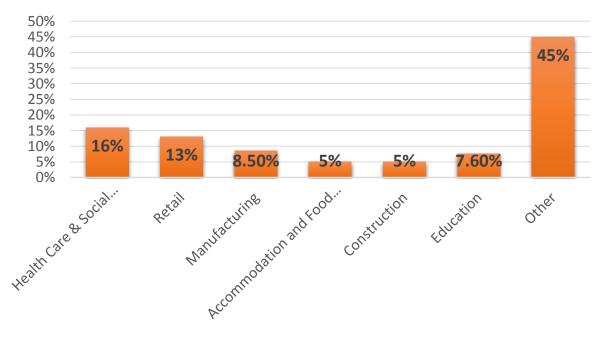
7) Do you provide care or support for someone other than yourself on a regular basis?



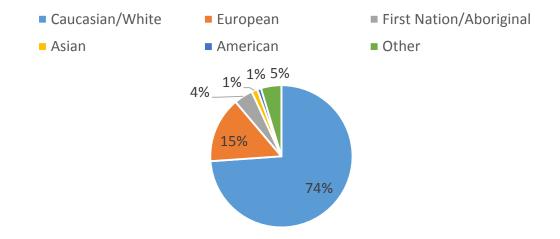
8) Are you retired?



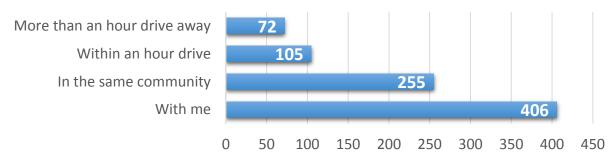
9) If you answered NO, to question 10, what industry do you currently work in?



### 10) How would you best describe your ethnicity/race/background?



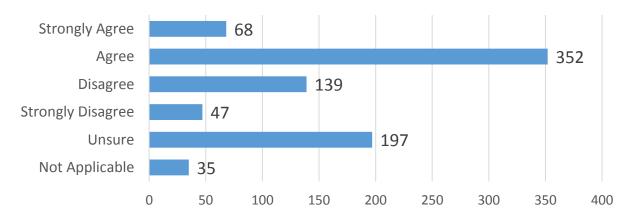
## 13) When in need, the person you would contact most often for help lives;



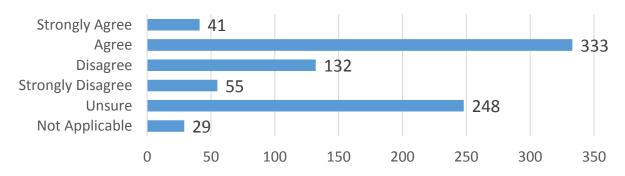
## **Social Participation; Environment**

# [1) Opportunities for social participation are;

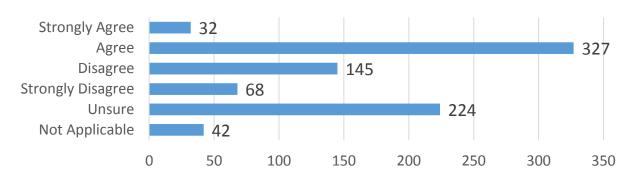
### Widely available, even for people at risk of social isolation



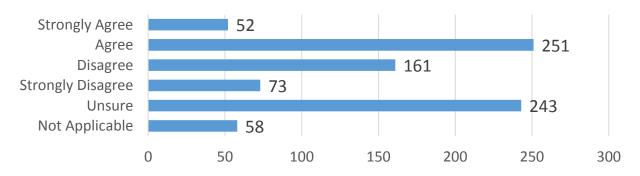
### Culturally Diverse



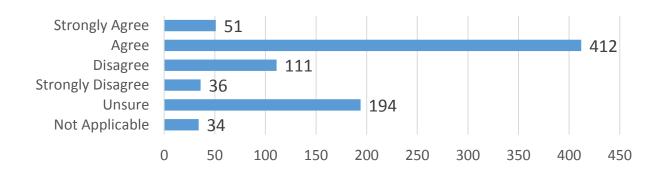
### Affordable with no hidden or additional costs



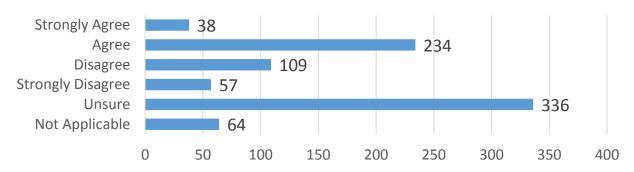
### Easily accessible by public transportation



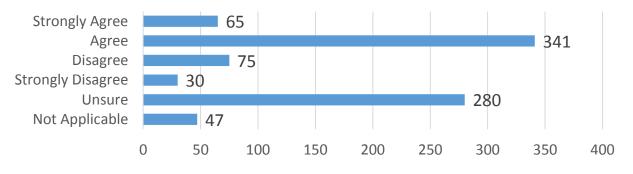
Scheduled during convenient times (i.e.after work, during the daytime)



# Accommodating for individuals with disabilities (i.e. mental or physical impairments)

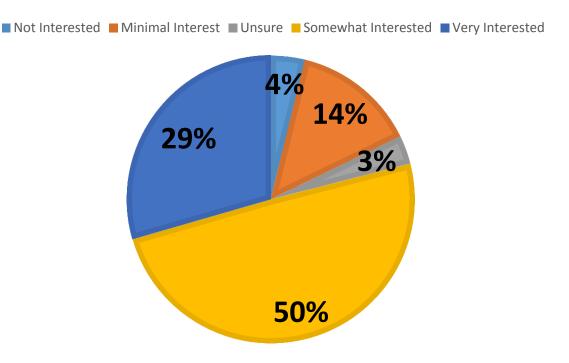


# Allow for participation with a friend(s), family member(s) or caregiver.

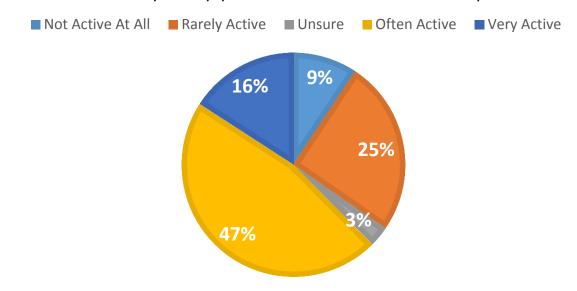


# **Social Participation; Personal**

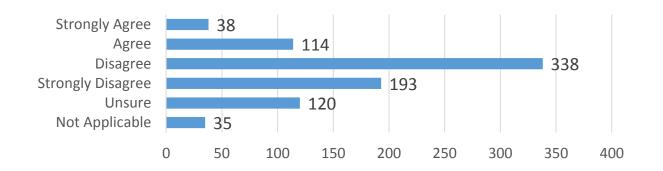
1) Please rate your personal interest in social participation.



2) How active would you say you are in the Sarnia community?

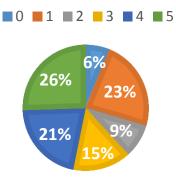


<sup>3)</sup> I feel that there are  $\underline{\text{NO}}$  events or activities offered that appeal to me.

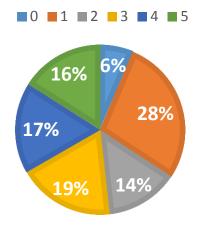


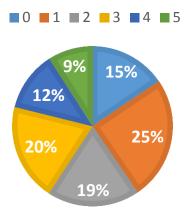
4) Please rate on a scale of 0 to 5 (0 being "Never participated" to 5 "Frequently Participate") how often you participate in the following activities;

### Leisure Activities

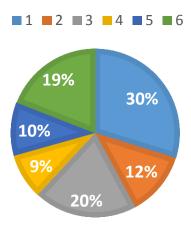


### Social Activities

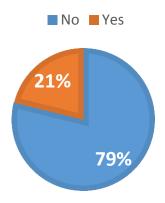




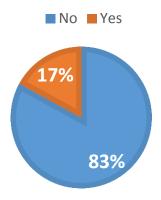
## Spiritual Activities



5) Have you ever had to turn down an invitation to an event or activity in the community because you were unable, or felt uneasy, traveling to the location and back?



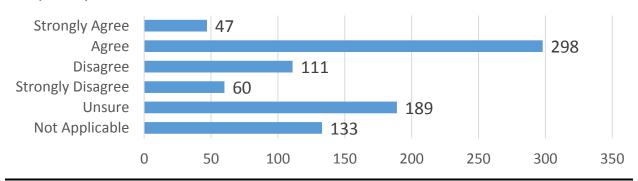
6) Do you receive telephone calls, personal visits or invitations to events from organizations that coordinate activities in the community for older people?



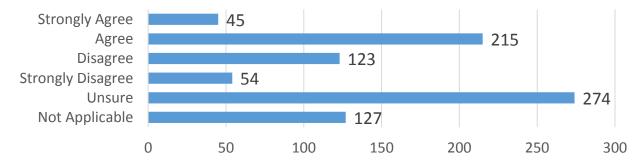
### **Transportation; Environment**

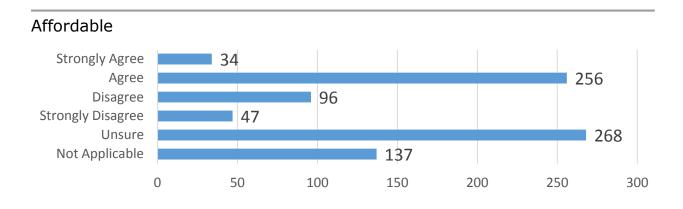
### 1) Sarnia's public transportation is;

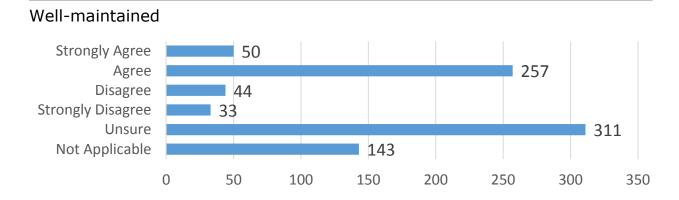
### Frequently available

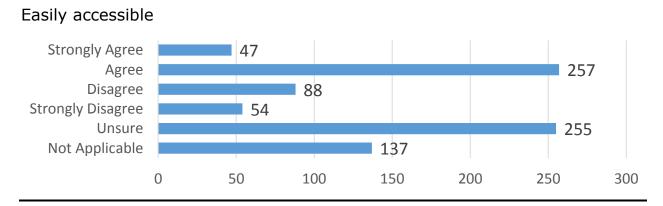


### Well-organized and efficient

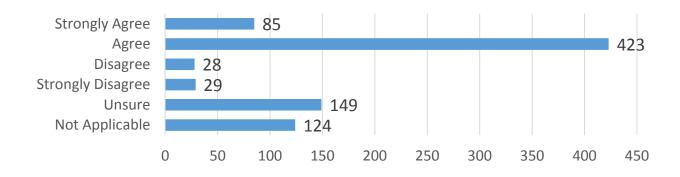




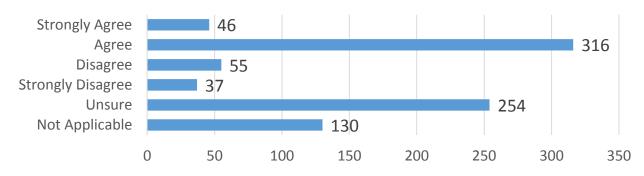




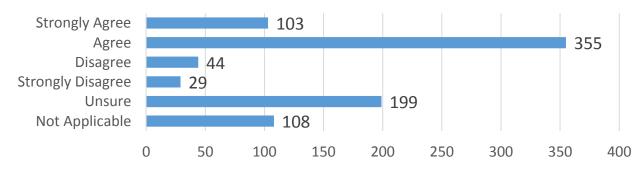
Easily visible/ identifiable; includes signage indicating the vehicle # and destination



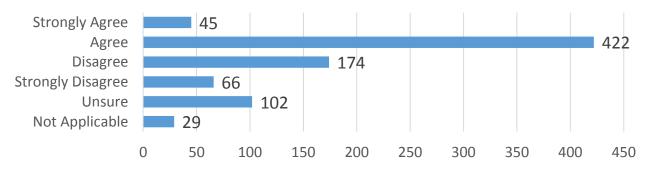
### Information on transportation options and timetables is available



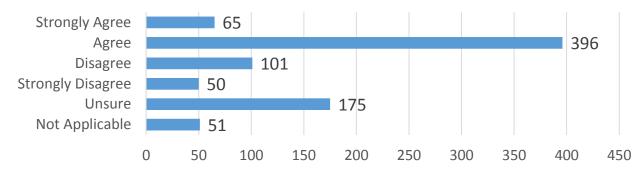
### Specialized Transportation is available for disabled people



# 2) Sarnia's parking is; Abundant and readily available

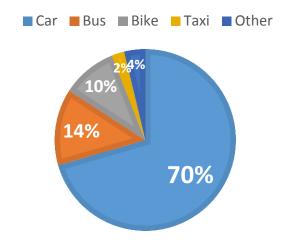


### Accommodating with accessible priority parking spaces

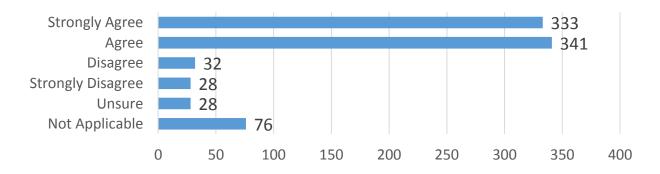


# **Transportation; Personal**

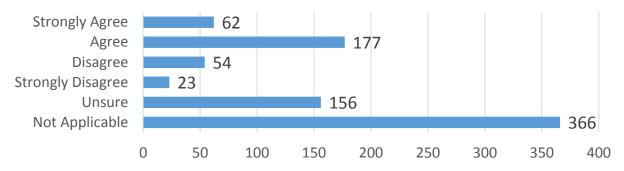
1) The mode of transportation I use most often is:



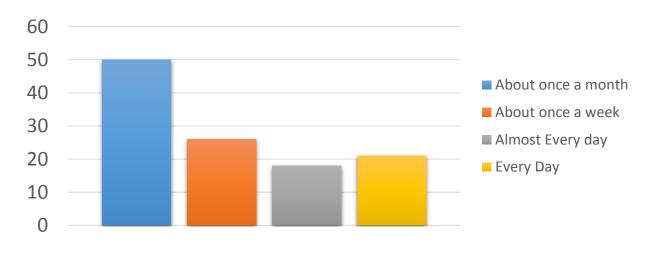
2) I feel safe and comfortable driving my personal vehicle.



### 3) I feel safe and comfortable using the public transport in my community.



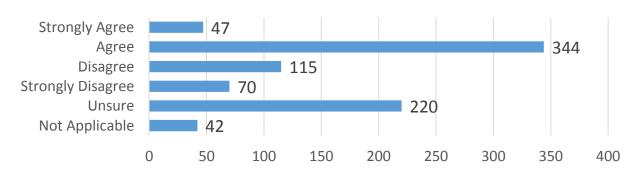
### 4) How often do you use public transport?



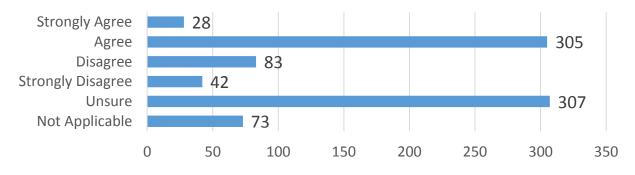
### **Housing; Environment**

## 1) Sarnia's housing;

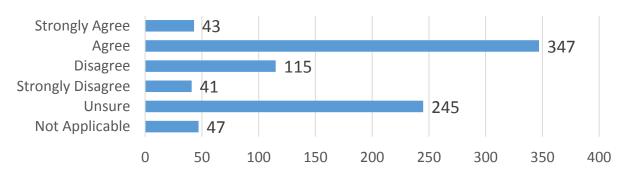
Offers a wide range of housing options



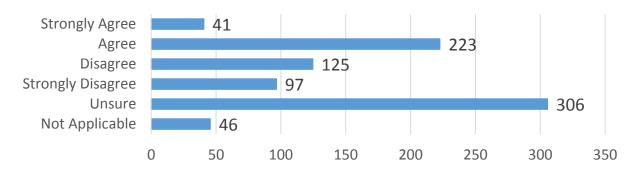
### Provides options designed for the physically disabled (i.e. wheelchair access)



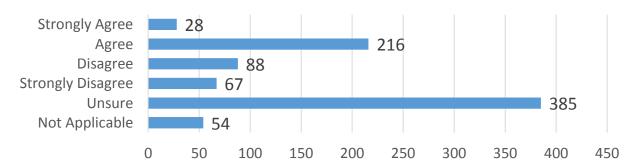
# Is located close to important services and facilities (i.e. Health centers, banks)



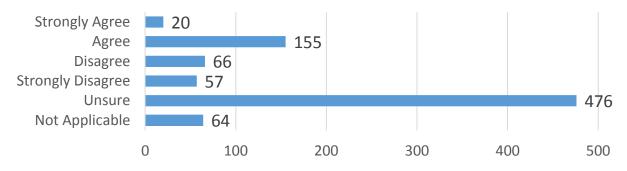
### Is affordable



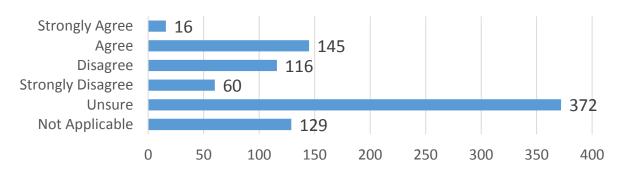
### Has affordable essential services and maintenance services



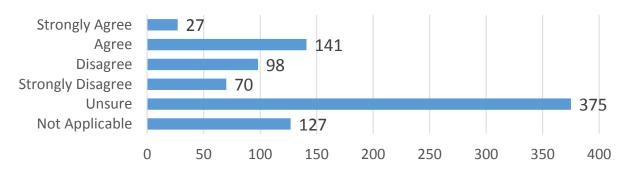
### Has widely available financing options



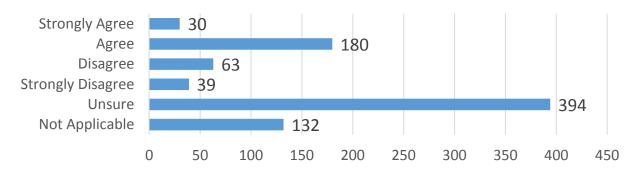
### Are well-maintained



### Are affordable

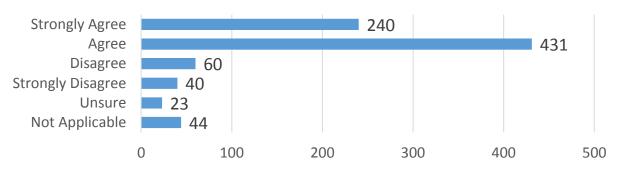


Provides services as needed (i.e. garbage disposal, cleaning, roofing, electrical, plumbing)

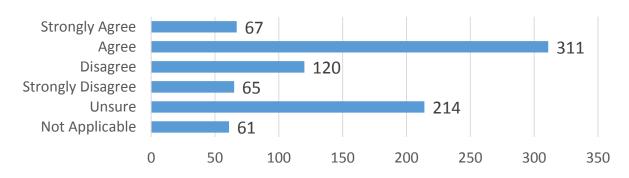


### **Housing; Personal**

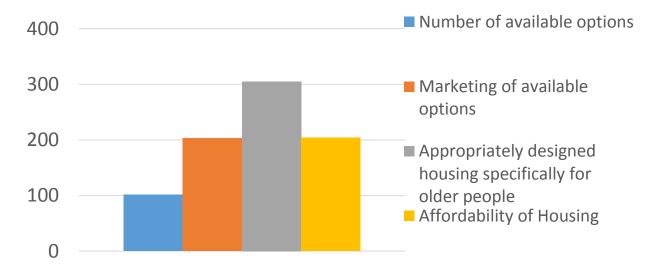
1) The design and layout of my current residence is adapted to my personal needs and abilities and facilitates my day-to-day living.



2) I know where to look to find comprehensive information about the range of housing options available in my community that are suited to my needs.



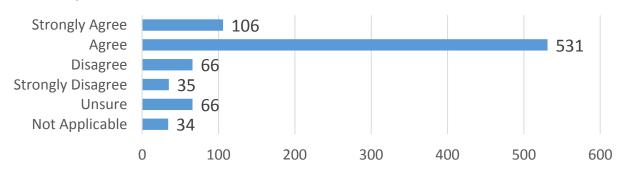
3) In your opinion, which area(s) of housing could be improved?



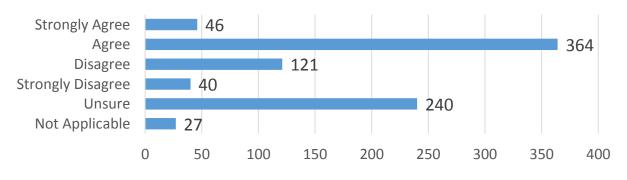
### **Outdoor Spaces and Buildings; Environment**

### 1) Sarnia's outdoor spaces;

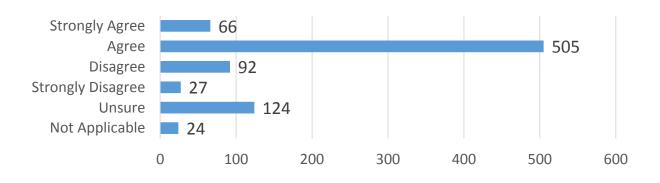
Are easily accessible



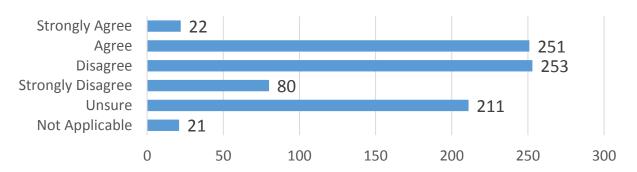
Possess railings on stairs and include outdoor shelters (rest areas) with sufficient seating



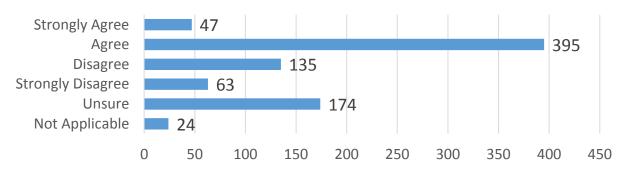
Are clean and well-maintained



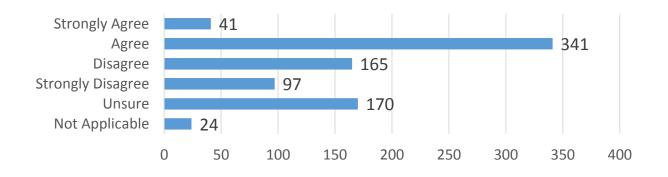
### Provide a sufficient number of public toilets



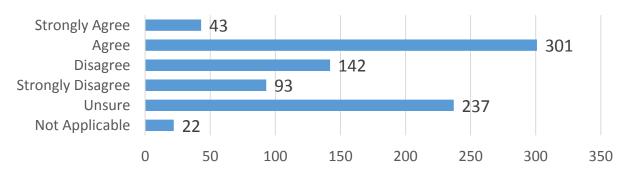
Provide pedestrian-friendly walkways which are safe and free from obstructions and taper off to the road to accommodate for wheelchairs



Provide pedestrian crossing lights that allow sufficient time for anyone to cross the road

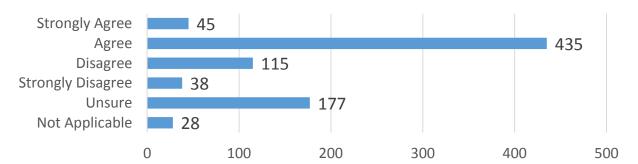


### Provide pedestrian crossing lights that possess clear visual and audio signals

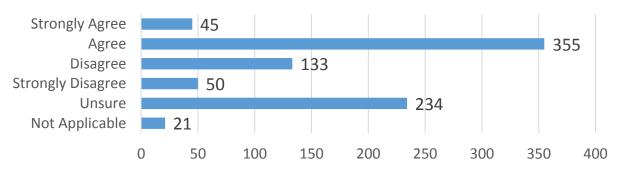


### 2) Sarnia's Public buildings;

Are easily accessible

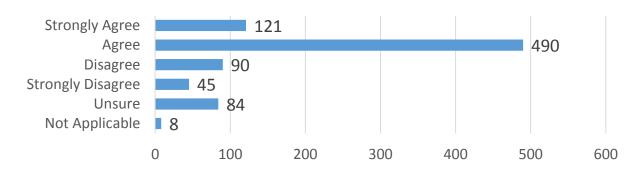


Provide elevators, railings on stairs, non-slip flooring and rest areas with comfortable seating

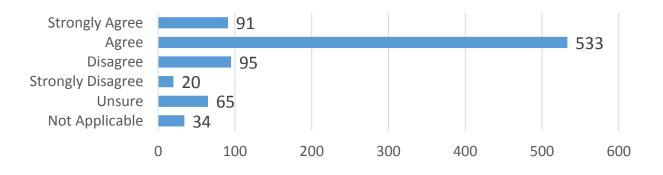


### **Outdoor Spaces and Buildings; Personal**

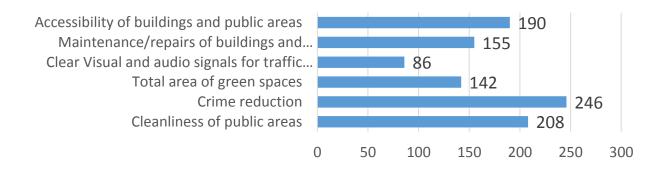
1) Thanks to regular police patrols and enforcement of by-laws, I feel safe and comfortable in open public spaces and buildings in my community.



2) In your opinion, do you feel that shopping centres and other public buildings within the community are designed to meet your accessibility needs?



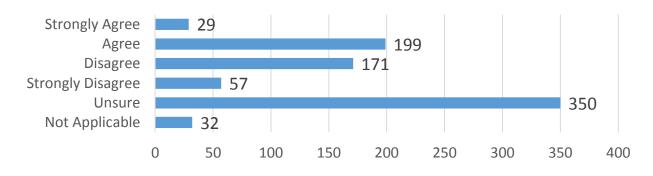
3) In your opinion, which of the following area(s) require the most improvement in your community?



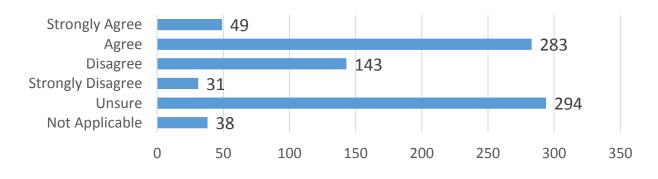
### **Respect and Social Inclusion; Environment**

## 1) Respect and Social Inclusion in Sarnia;

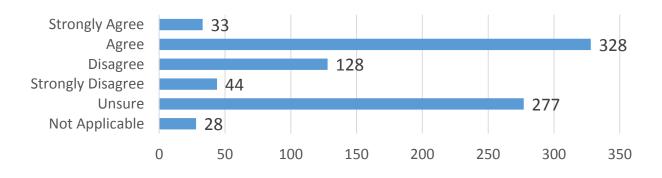
People of all ages are consulted to improve/adapt services to their needs



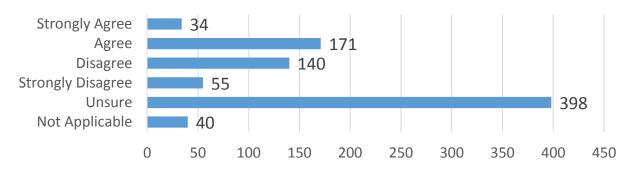
Older people are specifically included in community activities for families



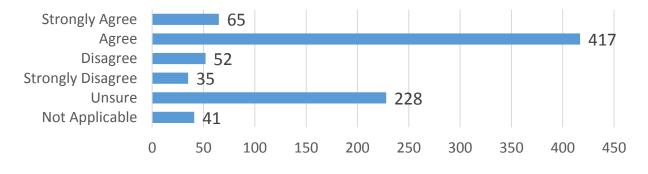
Events and activities accommodate all age specific needs and preferences



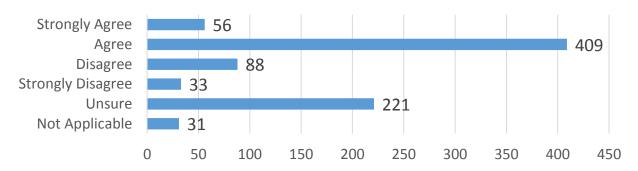
# Schools and other public institutions utilize people of all ages as informants and consultants



Service people that cater to the needs of older people are respectful and kind

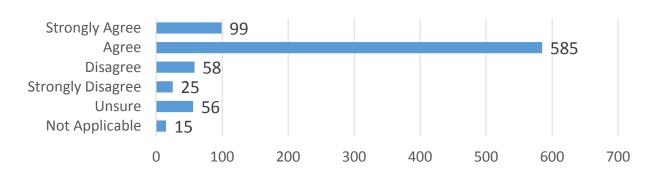


People of all ages are recognized by the community for their contributions and accomplishments

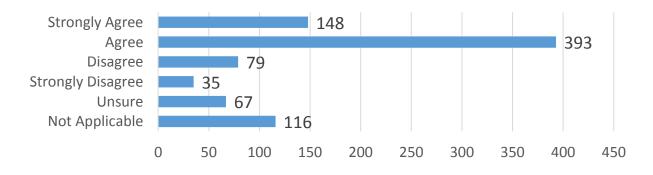


### **Respect and Social Inclusion; Personal**

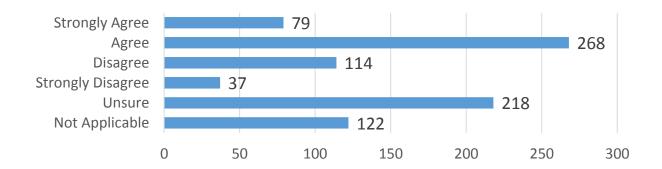
1) I feel that I am treated respectfully by the community as a whole.



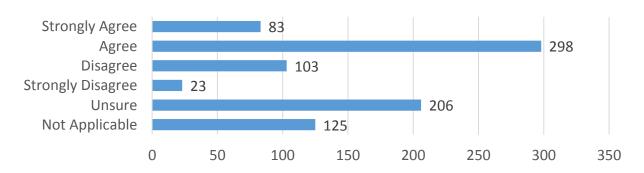
2) I have NEVER been discriminated against in my community because of  $\mbox{\em my}$  older age



3) If given the opportunity, I would gladly become involved in local school activities to share my knowledge and expertise with the younger generation.



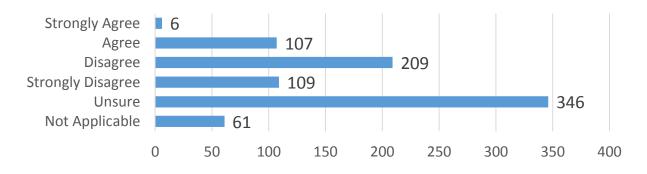
4) If given the opportunity, I would gladly become involved as a consultant or advisor within my community to help improve/adapt services tailored to my needs.



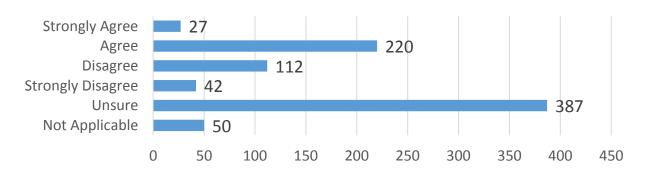
### **Civic Participation and Employment; Environment**

# 1) Civic participation and employment;

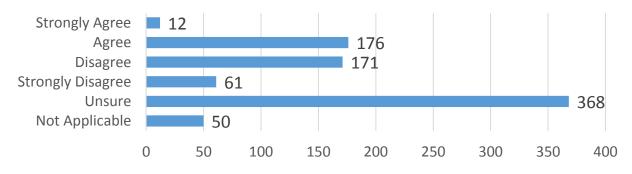
There is a range of appropriately paid employment opportunities for people of all ages



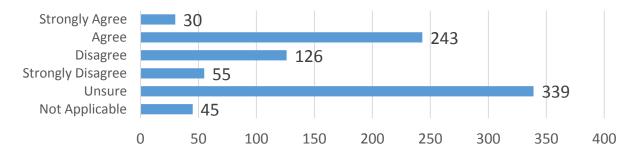
Organizations provide relevant training programs for volunteers of all ages (i.e. technology training)



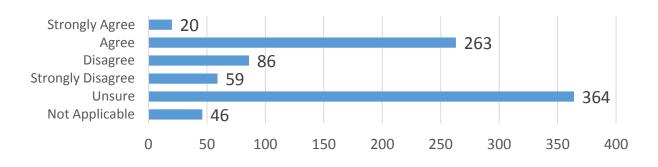
Employers and community organizations promote the benefits of working with older people and encourage their membership



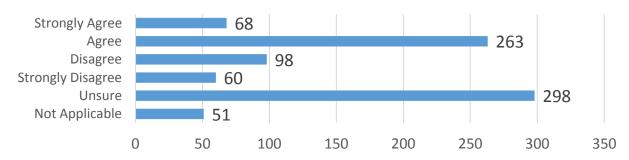
Employers and organizations respect and acknowledge older workers' contributions



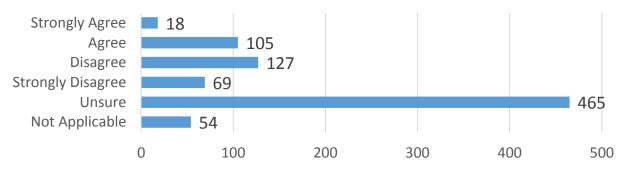
Accommodations exist to enable people of all ages and abilities to participate in meetings and civic events (i.e. support for disabilities, hearing aids, etc.)



Discrimination on the basis of age alone is prohibited in the hiring, retention, promotion and training of employees

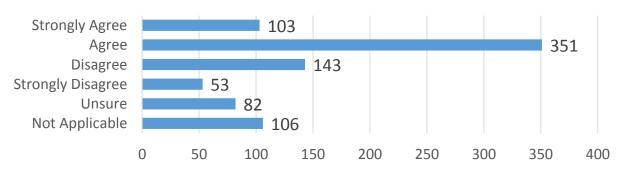


Self-employment options for older people are promoted and supported

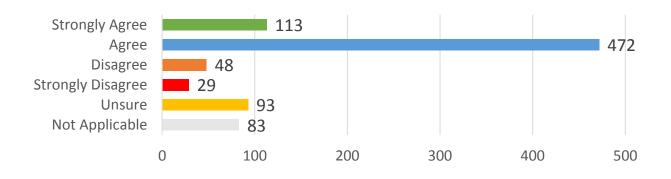


## **Civic Participation and Employment; Personal**

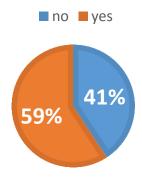
1) I have NEVER felt purposefully excluded from employment opportunities.



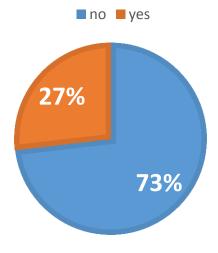
2) I have NEVER felt deprived of my ability to participate in civic events.



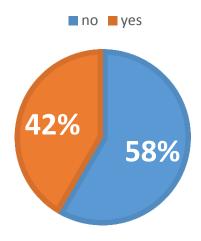
3) Do you volunteer in any organizations within the community?



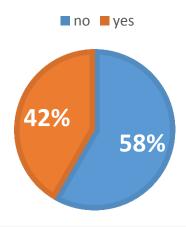
4) Are you part of any local boards or committees (i.e. advisory councils)?



5) In the last 2 years, have you participated in any civic events or meetings?



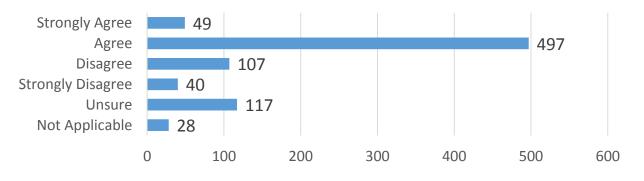
6) If you answered "no" to questions 3, 4 or 5, would you gladly get involved in volunteer work, participate in local committees, or attend civic events or meetings if given the opportunity?



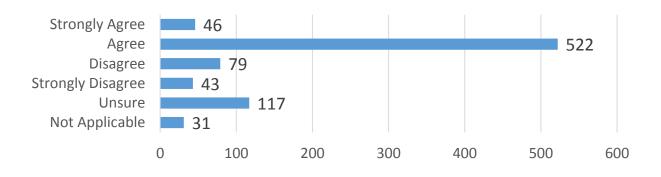
### **Communication and Information; Environment**

### 1) Communication and Information;

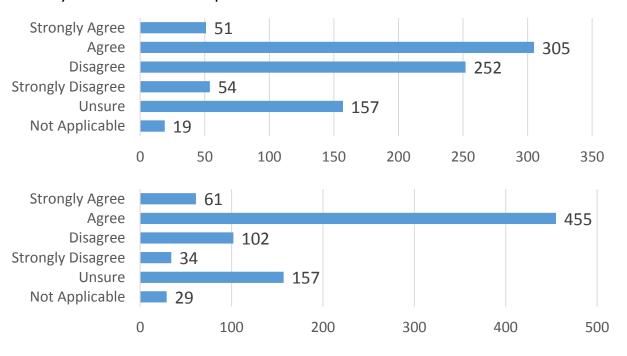
Is regular and reliable



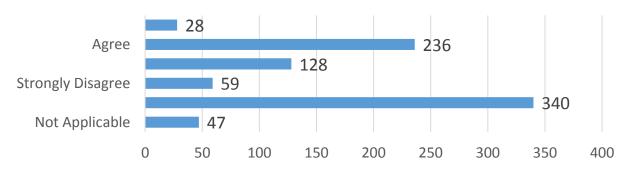
Is easily readable and understandable



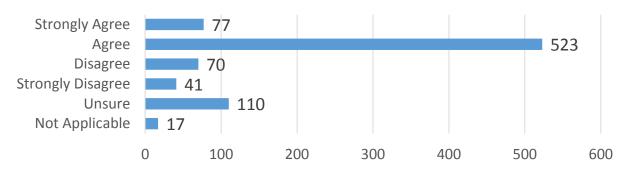
### Is easily accessible to the public



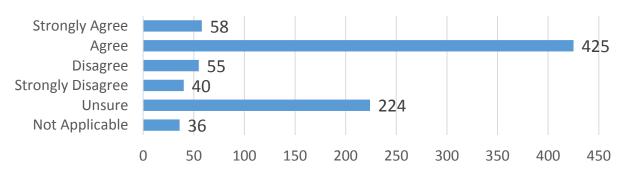
### Is easily attainable for people at risk of social isolation



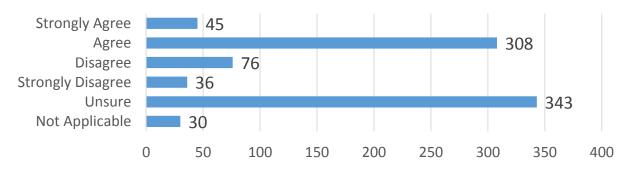
Is provided in varying forms of media (i.e.newspaper, television broadcast, radio, online)



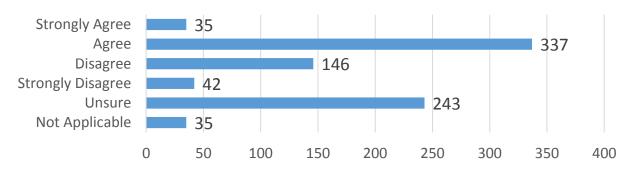
Access to computers and the internet is offered at public places, at no or minimal charge



Assistance and/or tailored instruction is available with regards to the use of computers and the internet, if needed

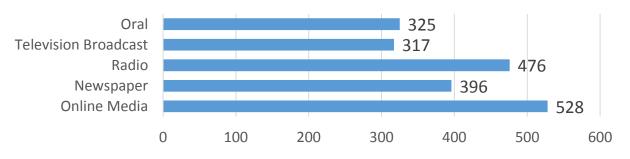


Electronic service equipment, like bank and ticket machines, are user friendly

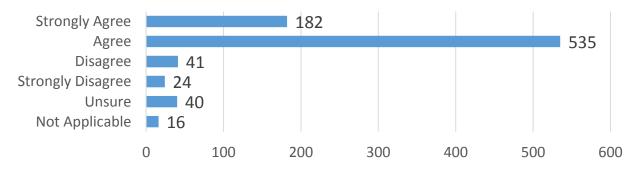


### **Communication and Information; Personal**

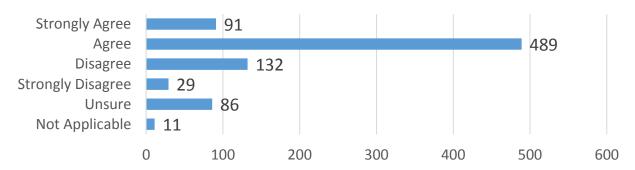
1) What is your preferred method of communication of information?



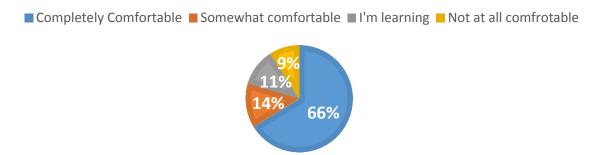
2) Do you feel you have easy access to the methods of communication and information listed in question one (above)?



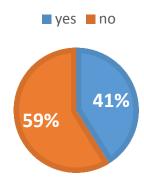
3) I feel up-to-date and well-informed of the events and news in my community.



4) Are you comfortable using a computer, and more specifically, browsing the internet?



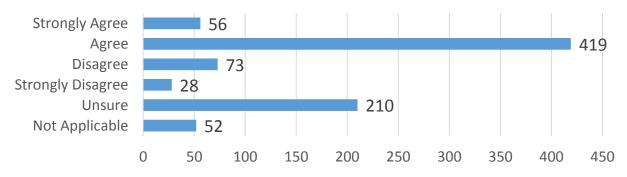
5) If you are NOT comfortable using a computer would you use assistance and/or tailored instruction available to you?



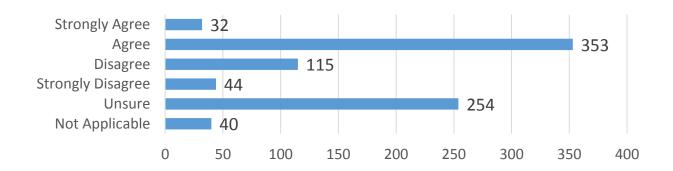
## **Community Support and Health Services; Environment**

# 1) Community Support and Health Services;

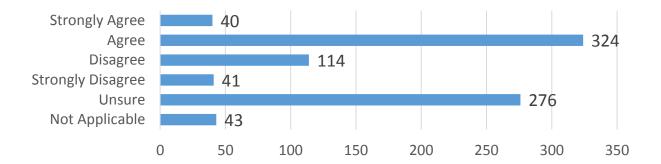
Are conveniently located and can be accessed by public transportation



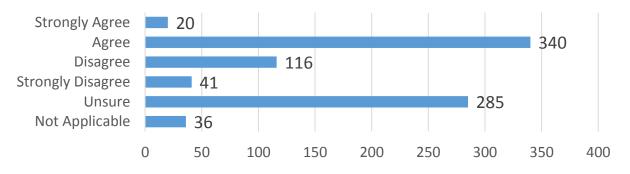
Are wide ranging and comprehensive



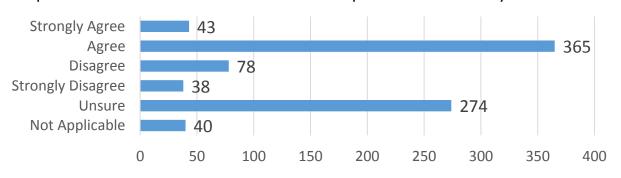
### Are affordable



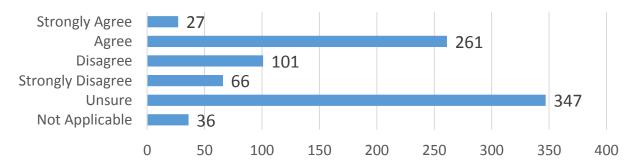
#### Are communicated clearly and are easy to understand



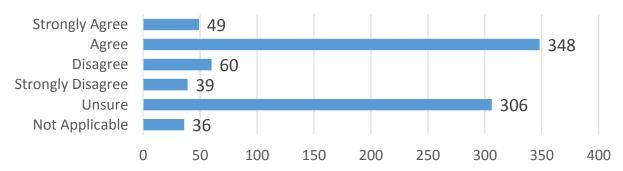
#### Are personalized and administered with respect and sensitivity



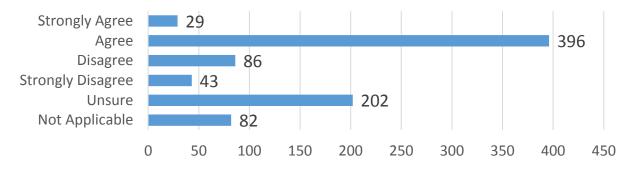
# Minimize financial barriers that impede access to health and community support services



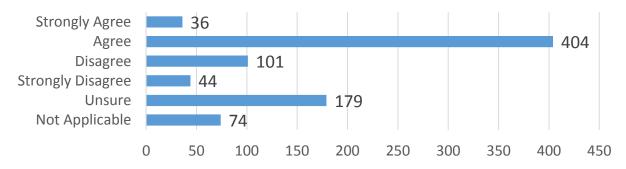
#### Are coordinated and administered by well-trained staff



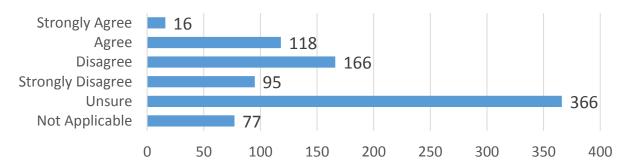
# Are conveniently located so that residents remain integrated in the community



# Are widely available throughout the city

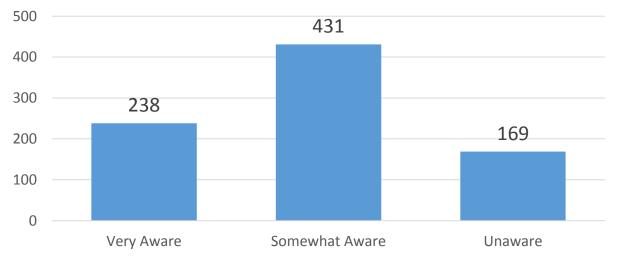


#### Are affordable

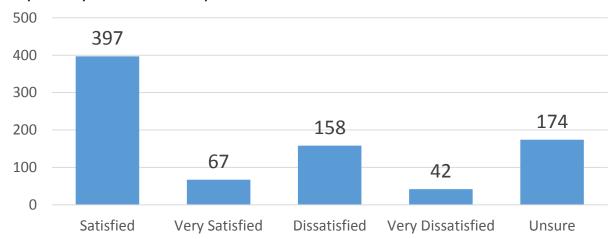


#### **Community Support and Health Services; Personal**

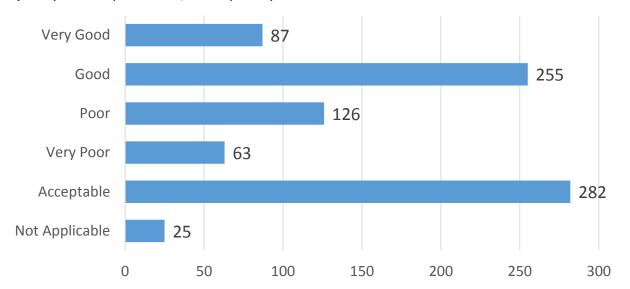
1) How aware are you of the range of different health services in your community that offer physical and psychological support to older people (eg. Lambton Elderly Outreach, Sarnia Community Care Access Centre, VON)?



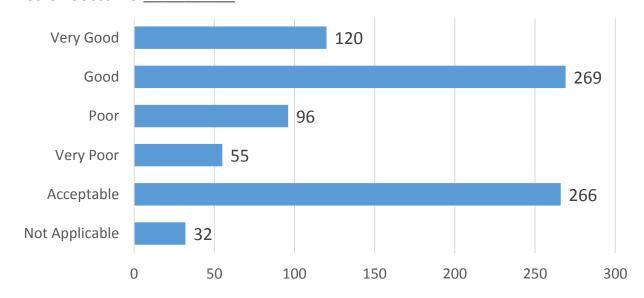
2) How satisfied are you with the range of different health services available to you in your community?



# 3) In your experience, the quality of care in the health sector is \_\_\_\_\_\_



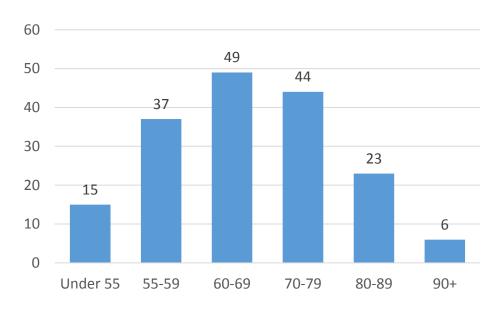
# 4) In your experience, the level of professionalism and expertise in the health sector is \_\_\_\_\_:



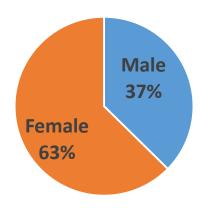
# Appendix D - Age-Friendly Focus Group Summaries

**28** Focus Groups were conducted; **3** focus groups of each element and **4** focus groups for Communication and Information, Community Support and Health Services, Housing, and Transportation

# Focus Group Demographic Breakdown by Age;



# Focus Group Demographic Breakdown by Gender;



# **Respect & Social Inclusion Focus Groups' Summary**

#### **Overview:**

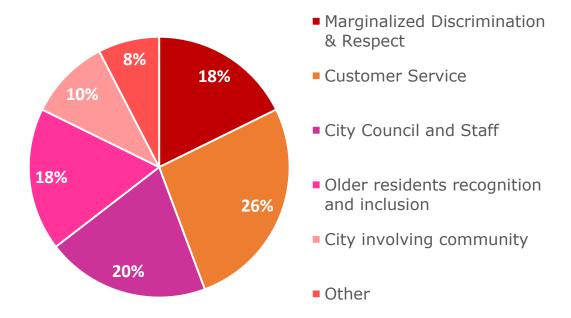
3 focus groups conducted at;

Sarnia Lambton Native Friendship Centre, Stakeholder's Focus Group, & Fairwind's Lodge.

Including 17 participants sharing over 100 insights.



**Top 5 Concerns with Quote Associations** 



# Top Quotes (In addition to the focus group quotes shared in the element priority section)

"The average senior citizen doesn't seem to be asked for ideas. It seems to always be the same people that are quoted in articles or have their picture in the news." – Focus Group Participant

"I think the pendulum swings both ways. Everyone deserves to be respected and that means youth, middle age and the elderly." – Focus Group Participant

"Service organizations need more patience. There is a lack of education and training. First Nation people are disrespected because of given rights "tax exemption card." – Focus Group Participant

"Getting mayor and council more involved with interacting with the community." – Focus Group Participant

"Depends on the consultation, older people are neglected in some circles, maintenance work is lacking for public and commercial areas (curbs and accessibility), services staff feel intervening, high school interaction would be welcomed." – Focus Group Participant

# **Communication & Information Focus Groups' Summary**

#### **Overview:**

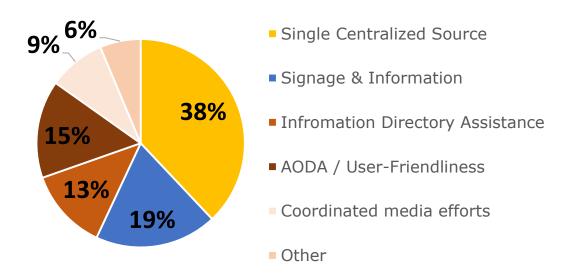
4 focus groups conducted at;

Lambton College, Stakeholder's Focus Group, Residence on the St. Clair, and Landmark Village.

Including **26** participants sharing over **100** insights.



**Top 5 Concerns with Quote Associations** 



(In addition to the focus group quotes shared in the element priority section)

"Many of our seniors need assistance with new processes ("initiation"). Many seniors are afraid or embarrassed to receive help from someone younger than them. If peer to peer support was offered I think that would help."

-Focus Group Participant

"Too many access points! There needs to be a centralized access point for information." – Focus Group Participant

"Newspaper and radio are geared towards the older demographic and social media is geared towards the younger demographic. We need to find a way to keep both engaged and active through collaboration and education."

— Focus Group Participant

"Enhance city of Sarnia's communication, give responsibility and mandate efforts/standards of communication through all forms of external communication." – Focus Group Participant

"I have witnessed more older persons experiencing a lack of assistance in the areas of tech help and customer services...this NEW way of doing business is frustrating and excludes engagement." – Focus Group Participant

# **Transportation Focus Groups' Summary**

#### **Overview**

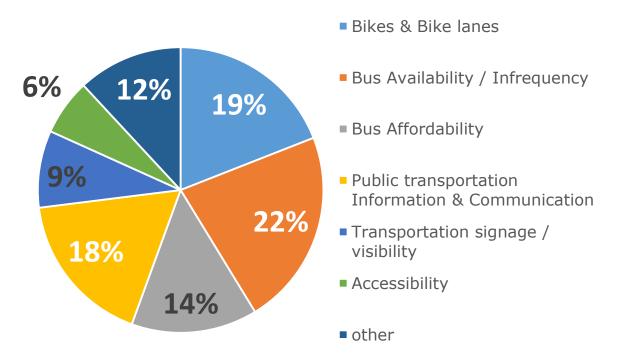
4 focus groups conducted at;

Lambton College, Stakeholder's Focus Group, Residence on the St. Clair, and the Inn of the Good Shepherd.

Including **24** participants sharing over **190** insights.



**Top 5 Concerns with Quote Associations** 



(In addition to the quotes shared in the element priority section)

"Bike Paths are important, it is too dangerous for bikers. Future city development planning should consider bike lanes."

-Focus Group Participant

"Downtown parking is lacking. Ample parking would entice more people to visit downtown." –Focus Group Participant

"Bus routes and frequencies are not always adequate or timely enough to be an incentive to leave the car at home." – Focus Group Participant

"There are a lot of places that are inaccessible with public transportation in Sarnia. It takes almost 2 hours to take the bus from our area to the mall, we could take the Nature trail and it would be much faster." –Focus Group Participant

"I don't use our public transit system very often but when I need have I find paying for bus passes to be inconvenient. Not very many options based on varying degrees of need." – Focus Group Participant

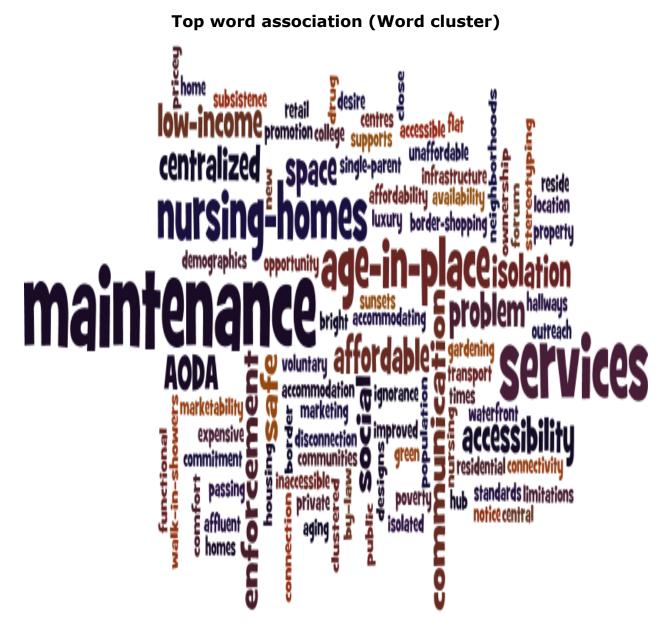
# **Housing Focus Groups' Summary**

#### Overview

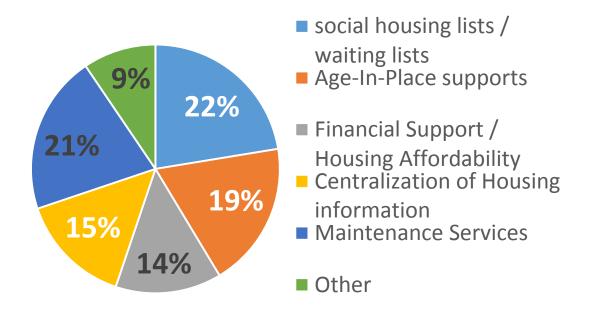
4 focus groups conducted at;

Landmark Village, Stakeholder's Focus Group, Grace United Church, and the Inn of the Good Shepherd.

Including **24** participants sharing over **160** insights.



**Top 5 Concerns with Quote Associations** 



(In addition to the focus group quotes shared in the element priority section)

"Improve the appeal of social housing through; improved tenant process, well-maintained property, community social activities, and inspection and maintenance services, etc." – Focus Group Participant

"Rental pricing continues to increase and is unaffordable for low income individuals. We need help!" –Focus group Participant

"It would be great if college plumbers/carpenters/electricians were used to improve older residences or provide basic senior services as part of fulfilling volunteer requirement or hours toward certification."

- Focus Group Participant

"There is a general lack of awareness of housing renovation services/ maintenance services available in our community and which provide quality services." – Focus Group Participant

"We know that improving long term care and nursing home availability and access needs to be done at a municipal/provincial/federal level but not enough is being done. More initiative needs to be taken to lobby for long term care/nursing homes in our community." – Focus Group Participant

**Outdoor Spaces & Public Buildings Focus Groups' Summary** 

#### **Overview**

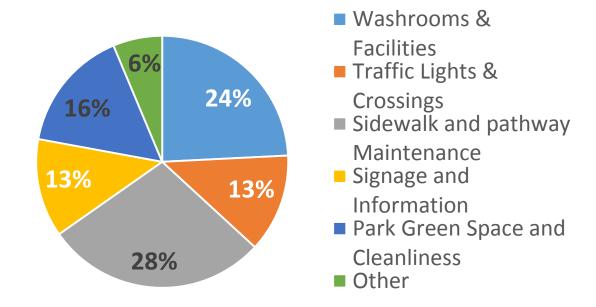
3 focus groups conducted at;

City Hall, Stakeholder's Focus Group, and the Residence on the St. Clair.

Including **20** participants sharing over **180** insights.



**Top 5 Concerns with Quote Associations** 



(In addition to the focus group quotes shared in the element priority section)

"Pathway and sidewalk maintenance is more important than ever with mobility devices becoming more popular." – Focus Group Participant

"Everyone agrees that audible indication on lights and countdown signals on lights would improve safety and be beneficial for everyone."

- Focus Group Participant

"Traffic lights need pedestrian buttons, need to be better located or situated, need to have more time to cross the road, etc." – Focus Group Participant

"Uneven sidewalks, trip hazards need to be reduced."

- Focus Group Participant

"Public areas are great, and well-maintained for the most part, but still could improve maintenance with weeds and neglected, overgrown weeds & brush and neglected pavements, visual and audio cues would be great at crosswalks, cycle patrols should come back, plazas should create more accessible access points for seniors, small fee (nickel) to access washrooms, improve ramps and accessibility into stores and needed service providers."

— Focus Group Participant

**Social participation Focus Groups' Summary** 

# **Overview**

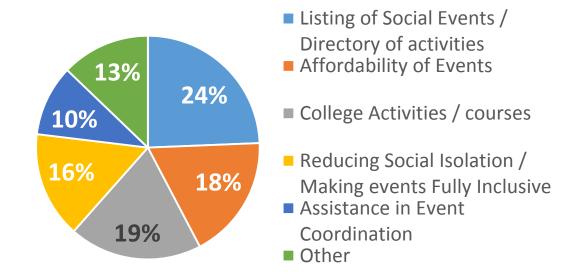
3 focus groups conducted at;

Grace United Church, Stakeholder's Focus Group, and Sarnia Library.

Including **21** participants sharing over **160** insights.



**Top 5 Concerns with Quote Associations** 



(In addition to the focus group quotes shared in the element priority section)

"First Friday was a good start, but there still is not enough to do. Our community needs more free bands, vendors, activities!"

- Focus Group Participant

"The community aspect has been lost by College courses. The College needs to do a better job of involving the community and connecting with external organizations." – Focus Group Participant

"There needs to be more door-to-door outreach. Senior's reaching out and connecting with other seniors so no one is left out."

– Focus Group Participant

"There needs to be more assistance/support for social event programming. Event coordinators have difficulty navigating/coordinating with other services. If there was a dedicated person to assist with insurance and other event requirements that would be extremely beneficial for the community."

-Focus Group Participant

"In many communities that I have traveled to, I have noticed that they have a special arrangements made so that caregivers can participate with a family member or someone there supporting for free. I wish we could see much more of this and Sarnia." – Focus Group Participant

**Civic Participation & Employment Focus Groups' Summary** 

#### **Overview**

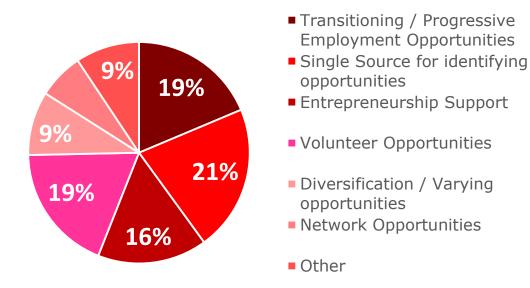
3 focus groups conducted at;

Lambton College, Stakeholder's Focus Group, and the Inn of the Good Shepherd.

Including 16 participants sharing over 140 insights.



# **Top 5 Concerns with Quote Associations**



# **Top Quotes**

(In addition to the focus group quotes shared in the element priority section)

"I think there are a lot of people who want to participate on boards but feel intimidated by others and the process." – Focus Group Participant

"A centralized volunteer learning house would be beneficial for the whole community – library/city hall/ "Sarnia Gives" – wherever it would be located would help to strengthen community outreach and engagement."

-Focus Group Participant

"It would be great if once or twice or even seasonally there was a volunteer fair, where if anyone in the community wanted to learn more about a specific volunteering opportunity or too simply see what opportunities were available, they could attend this fair." – Focus Group Participant

"One of the reasons people don't want to volunteer is because of the lack of recognition for their volunteering efforts. Everyone needs to recognize a volunteer's value or at the very least the organization they volunteer for."

-Focus Group Participant

"More support needs to be provided and promoted for self-employment options. Currently entrepreneurship opportunities in our community are slim." – Focus Group Participant

## **Community Support & Health Services Focus Groups' Summary**

#### **Overview:**

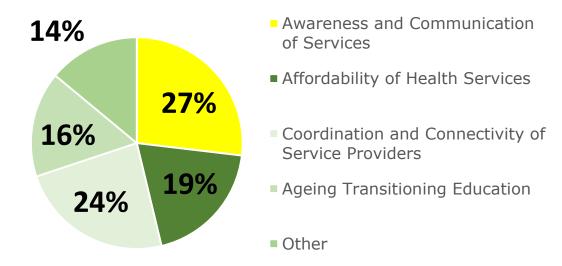
4 focus groups conducted at;

The Inn of the Good Shepherd, Stakeholder's Focus Group, Rosewood Manor, and Landmark Village.

Including **26** participants sharing over **130** insights.



**Top 5 Concerns with Quote Associations** 



(In addition to the focus group quotes shared in the element priority section)

"Standardization of customer care/service would be nice. I know many people feel that it is unfair to be treated poorly just because of socioeconomic status and yet it happens everywhere."— Focus Group Participant

"There are the community health centres that provide fantastic services at little or no cost. Then there are those places where management is lining their pockets at the expense of much-needed services. Less and less services are available for the clients. Many seniors are told to access fee for service programs or are required to visit an office rather than have a home visit." – Focus Group Participant

"The Inn of the good shepherd is a good contact point to connect the less fortunate to services they need. This is a well-connected community, you just can't be afraid to ask someone for assistance. There is no wrong door!"

— Focus Group Participant

"Our Community needs more Not-for-profit peer to peer support utilizing the experience of someone who has recovered from severe mental health struggle and can relate to at-risk patients." – Focus Group Participant

"Eating disorder services / treatment / diagnosis / assessment / acknowledgment are lacking in the community." – Focus Group Participant