

The Town of Lincoln's Age-Friendly Advisory Committee

AGE-FRIENDLY SURVEY REPORT



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 - Legislative Services Staff
 - Communication Services Staff

- **Council Representatives:**
 - Councillor Paul MacPherson
 - Councillor Lynn Timmers



Message from the Age-Friendly Advisory Committee

The Town of Lincoln Age-Friendly Advisory Committee was formed in 2019. Our committee is a group of residents, Town of Lincoln Councillors, and staff representatives who believe that the Town of Lincoln is and should remain a place for residents of all ages to thrive, contribute, and feel excited to call their home. Focusing on key aspects such as accessibility, inclusion, recreation and civic participation, the committee strives to connect with members of the community. We believe that all ages are important contributing members of our community and deserve respect and dignity.

The Age-Friendly Advisory Committee will aspire to find ways to ensure that the lives of residents improve as the community continues to grow. The committee is keen to work with community organizations, businesses, networks, committees, educational institutions, and municipal departments to bring an age-friendly lens to projects, workplans services and programs. This report was written by a Brock University, Master of Applied Gerontology candidate as part of the practicum requirements. The Age-Friendly Advisory Committee is excited to strengthen our ties with Brock University by providing this practical learning opportunity.

Charlotte Sheridan
Chair, Age-Friendly Advisory Committee

Subject: Town of Lincoln - Age-friendly Community support

Brock University's Faculty of Applied Health Sciences (FAHS) recognizes the Town of Lincoln as one of its long-standing community partners for their contributions, leadership and dedicated commitment to student experiential education at Brock University.

In Brock's FAHS we strive to help make the world a healthier place by conducting research and working regionally, nationally and internationally.

Students enrolled in our Nursing, Recreation and Leisure Studies, Kinesiology, and Master of Applied Gerontology programs have received on the job training and mentorship from various opportunities located in this township, located only 28 km from our main campus in St. Catharines, Ont.

These student opportunities with various organizations and through community-based programs have far-reaching health, sport and recreation benefits to older adults in Niagara. By helping us expand how we teach and providing our students with these opportunities before they graduate, the Town of Lincoln is helping them to connect theory and practice in meaningful ways.

Through the growth of Brock's Master of Applied Gerontology program and the Town of Lincoln being designated as an Age-Friendly community we hope to be able to further inspire and nurture student's interests in pursuing professional gerontological health careers. In this partnership, we also look forward to being able to collectively advance research, theoretical and applied gerontological practice, knowledge and skills to continually improve the health and well-being of the aging population in Niagara, and beyond.

Sincerely,

Peter Tiidus, Ph.D

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Executive Summary

Since its inception in 2019, the Town of Lincoln Age-Friendly Advisory Committee has encouraged collaboration efforts between the municipality and its stakeholders and citizens to create an age-friendly community. While Canada's senior population is experiencing rapid growth resulting in the need for the presence of age-friendly cities (Government of Canada, 2016), the concept of an age-friendly city benefits each person, regardless of age. Age-friendliness allows residents of the Town of Lincoln to lead healthy and active lives and continue their involvement in the community.

The overall purpose of this report is to summarize the results of the Age-Friendly Citizen Survey and identify both current elements and opportunities for making the Town of Lincoln a more age-friendly community. A total of 461 individuals participated in the survey with a 79% completion rate. The survey was open to individuals 12 years of age and older. Individuals surveyed were primarily Town of Lincoln residents.

The following categories were surveyed:

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

The Town of Lincoln has recently undertaken the development of two key master plans (Transportation and Parks, Recreation & Culture) where significant community input was gathered. Therefore, the survey focused on the elements of an age-friendly community not addressed in those two master plans.

The Town of Lincoln has made the necessary steps to move towards securing an age-friendly future. It continues to be proactive in providing a voice to its residents, as well as working with the Age-Friendly Advisory Committee to create solutions for the community.

Introduction

Population ageing is currently shaping the 21st century (World Health Organization, 2007). The world's population is now living longer lives, resulting in an increasing older population. Canada's population is not exempt from this emerging trend. In the next 20 years, the older adult population of Canada is expected to grow by 68%, resulting in an increase of an estimated 4.2 million older individuals by the year 2037 (Canadian Institute for Health Information, 2021). With increases to Canada's older adult population, it is important to support both the health and overall well-being of older Canadians (Government of Canada, 2016). Within the province of Ontario, older adults (age 65 years and older) are the fastest growing age segment in the province. As of 2016, 16.4% of

Ontario's population was found to be 65 years older or older. It is projected that by the year 2041, 25% of Ontario's population will be age 65 years or older (Ontario, 2017).

The concept of ageing is found to involve changes in all sectors of our society (Flores et al., 2019). As a result of this, the World Health Organization (WHO) developed the Global Age-Friendly Cities Project in 2006 to acknowledge cities from around the world that were interested in becoming more age-friendly. Through this program, eight key domains were identified that are central pillars to the idea of an age-friendly city. These domains include outdoor space and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community and health services (Government of Canada, 2016).

An age-friendly city benefits not only the older adult population, but individuals of all ages. Age-friendly cities allow for the fostering of solidarity among different generations within the community, facilitating social relationships and bonds between all ages (WHO, 2021).

Purpose

The purpose of this report is to identify both current processes and opportunities for making the Town of Lincoln a more age-friendly community through guidance by the Town of Lincoln Age-Friendly Advisory Committee and the Town of Lincoln. This summary is a unique opportunity to present initiatives that are currently in place to address citizen's needs and concerns with regards to age-friendliness and identify potential areas of further growth or improvement.

Community Profile

Figure 1 – Map illustration of the Town of Lincoln.



The Town of Lincoln (as shown in **Figure 1**) is located in the Niagara Region and is currently the fourth fastest growing municipality in the region. The Town of Lincoln was created on January 1st, 1970, through the amalgamation of the Town of Beamsville, Township of Clinton and the Township of Louth (Town of Lincoln, 2021). Lincoln is specifically comprised of various settlement areas – including Beamsville, Jordan, Jordan Station, Vineland, Vineland Station, Campden, Tintern, Rockway, the Prudhommes development site - as well as a large rural region. Based on the 2016 Census, it is estimated in that approximately 24,500 residents are found to inhabit that Town of Lincoln. Beamsville is the largest population centre, consisting of 11,834 persons, representing 50% of Lincoln residents. An additional 17% of Lincoln residents, or 4074 persons, reside in the area comprised of Jordan, Jordan Station and Vineland East. The remaining 7897 persons, or 33% of Lincoln residents reside in rural areas. Most areas of the Town of Lincoln are characterized by low density, rural areas with the highest densities of population located in parts of both Beamsville and Vineland (Town of Lincoln, 2019).

Most of the population, 14,720 persons, is found to be between the ages of 15 to 64 years. Individuals 65 years or older are found to the next largest age group with 5,000 persons. The age group of 0 – 14 years consists of 4,070 persons (Statistics Canada, 2019). The average age of Lincoln residents was reported as 42.9 years of age in 2016. This represents an increase of almost two years (41.0 years older) from 2006 (Town of Lincoln, 2019). It is important to recognize this change and take it under consideration for the future of the Town of Lincoln.

Methodology of Age-Friendly Survey

Type of Survey

The survey used for this study was both quantitative and qualitative in nature. Questions were answered using a 6-point Likert Scale which included responses of 'excellent', 'very good', 'good', 'fair', 'poor', and 'don't know'. Space was provided in the form of a comment section to allow respondents the opportunity to provide insight regarding the various categories of interest. A ranking question was also used in which respondents ranked the provided categories with 1 representing "highest priority" and 8 being "lowest priority". The survey results were collected, and graphs were generated for each question accordingly.

Sample

The target population for analysis were residents of the Town of Lincoln aged 12 years and older. The survey was created by the Age-Friendly Advisory Committee to gather input on the quality of life for Lincoln residents and gauge the current status of age-friendliness. The survey was primarily an internet-based questionnaire created using the online survey software SurveyMonkey. It consisted of 14 sections and took approximately six minutes to complete. Sections of the survey included demographics, questions

regarding outdoor spaces and buildings, housing, respect and social inclusion, civic participation and employment, communication and information, and community support and health services. Questions that the resident found not applicable or did not feel comfortable answering were skippable. Hard copies of the survey were distributed at Town facilities including the Fleming Centre, Town Hall, Fleming Branch of the Lincoln Public Library (located in Beamsville), the Moses F. Rittenhouse branch of the Lincoln Public Library (located in Vineland) and Lincoln Community Centre. Surveys were also distributed at Heritage Village, Beamsville District Secondary School (BDSS) and Twenty Valley Public School. Results from hard copies were transcribed to the online survey format. Participation in this survey was voluntary with no compensation provided

Recruitment for participation in this survey was primarily through Town of Lincoln social media accounts. In addition, survey recruitment was done through a website banner image on the Town of Lincoln website as well as a pop-up survey invitation to invite visitors to participate. Local newspaper Niagara This Week featured a news piece relating to the survey to reach further participants. Posters were placed in Town of Lincoln facilities and locations identified by committee members to be of importance to reach a larger audience. Mention of the survey was also present in newsletters distributed by the Town of Lincoln

Data Collection

The data collection period for the survey occurred from the November 18th, 2019, to January 18th, 2020. It is important to note that the survey was conducted prior to the events of the COVID-19 pandemic. The total number of respondents to the survey was 461 individuals. Completion rate for the survey was found to be 79%. Respondents had the ability to skip questions if they found they were not applicable or preferred not to answer. Most responses for the survey were gathered via social media and the pop-up invite located on the Town of Lincoln website (**Figure 2**).

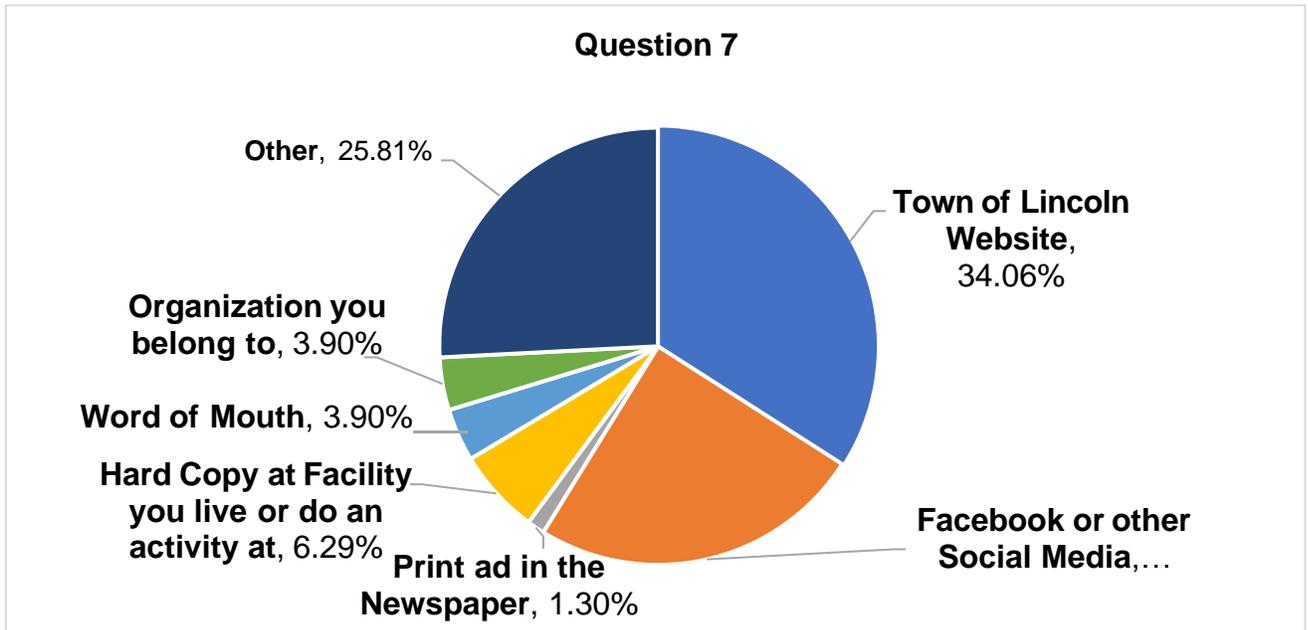


Figure 2: Awareness of survey. Responses regarding method of which participants found out about the survey. Most participants found the survey via the Town of Lincoln website, Facebook or other social media, or some other method (the most prevalent being school).

The bulk of respondents found to be Town of Lincoln residents comprised 95.44% or 440 of the 461 participants as seen in **Figure 3**.

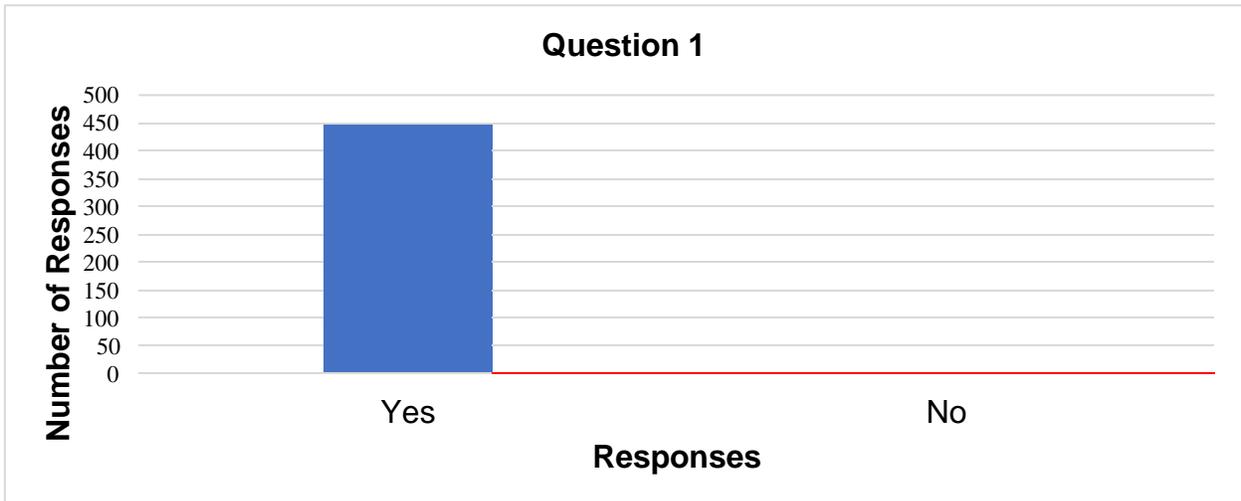


Figure 3: Responses compared to the number of individuals found to be residents of the Town of Lincoln. The majority of survey respondents were found to reside in the Town of Lincoln.

Specifically, the majority (65.098 %) of respondents live in Beamsville (n= 461). Vineland had the second largest number of respondents at 19.96% (n=461). Of the remainder, Jordan was found to represent 7.16% (n=461) of respondents and Campden represented 1.74% (n=461) of respondents. Individuals found to reside in other locations outside of the field of choice were found to be 6.07% (n=461). Visualization of the result can be seen in **Figure 4**.

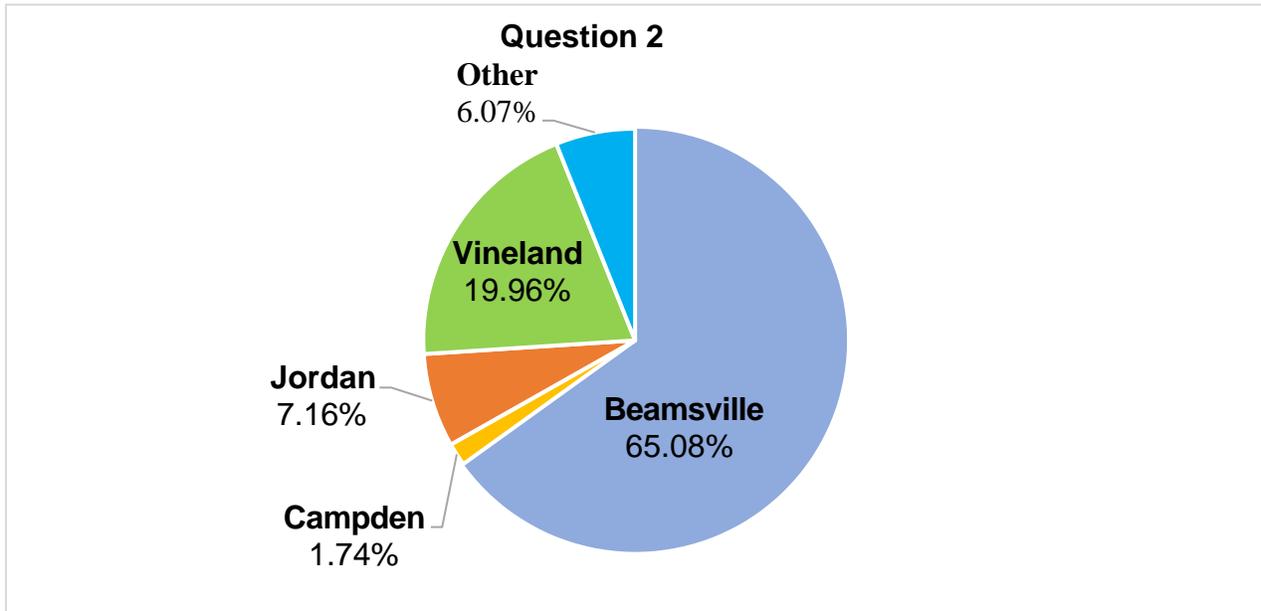


Figure 4: Area of residence based on respondents. The number of individuals that lived in each prominent area that responded to the survey varied. Most respondents resided in the urban centre of Beamsville.

Of the survey respondents, 59.16% (n=453) were found to have resided in Lincoln for 10 years or more, as shown in **Figure 5**. The next highest reported group were relatively new to the Town of Lincoln area, residing in the town between one and five years (21.63%, n = 453). Individuals living in Lincoln between six to 10 years consisted of 11.92% of respondents (n=453). The group with the lowest number of respondents have lived in Lincoln less than a year (7.28%, n=453).

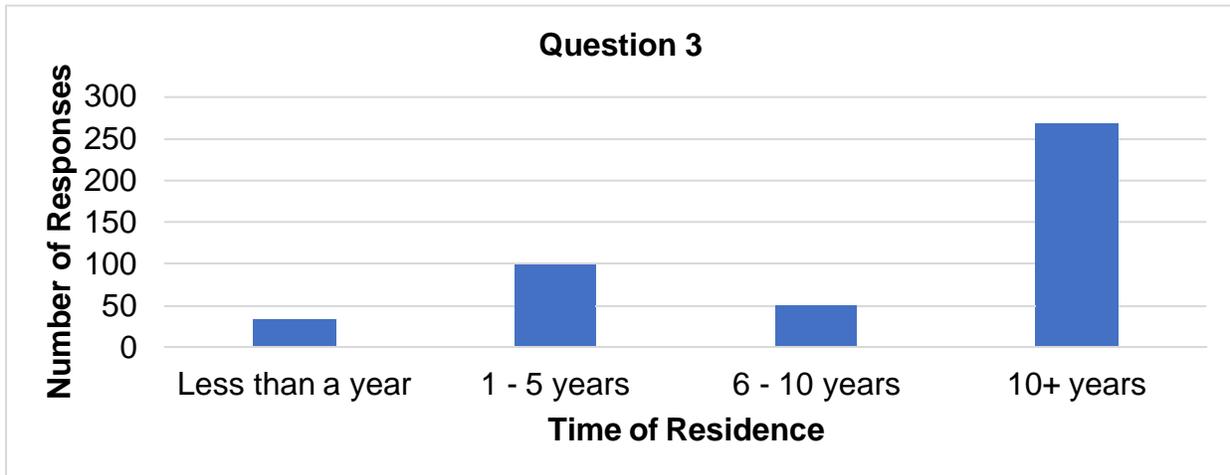


Figure 5: Duration lived in the Town of Lincoln. Respondents to the survey were found to have varied times spent living in the area. Most respondents to the survey have lived within the Town of Lincoln for 10 or more years.

The age group that was found to have the largest participation, as seen in **Figure 6**, in the survey was ages 45 to 64, accounting for 28.2% (n=461) of respondents. Residents between the ages of 12 to 18 were the next largest respondent pool at 24.73% (n=461). The age groups of 31 to 44 and 64 and older were both equally represented at 19.09% and 19.52% respectively (n=461). The age group of 19 to 30 had the lowest representation at 8.46% (n=461).

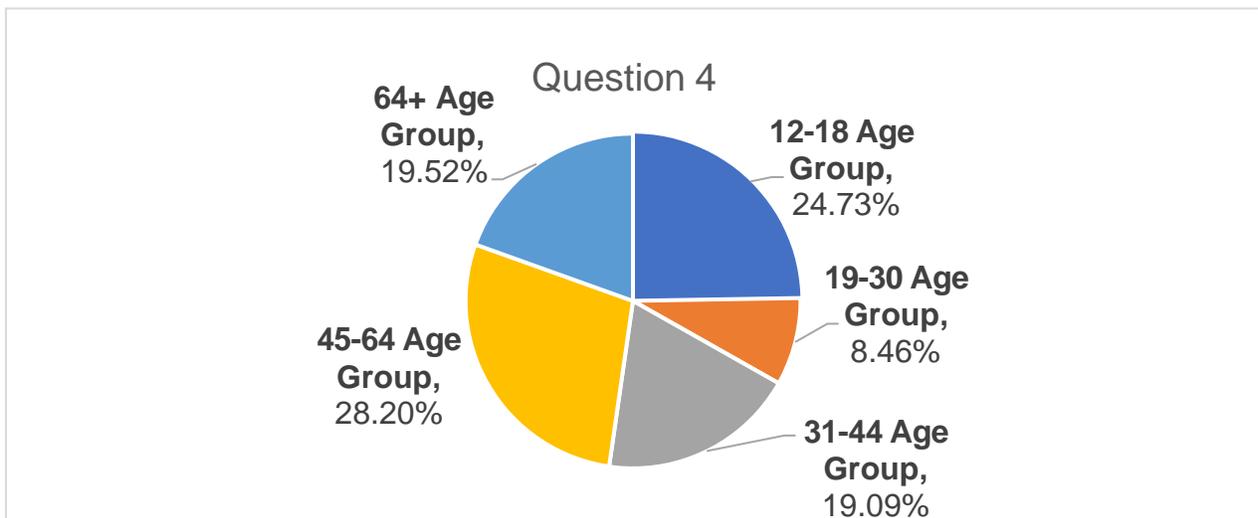


Figure 6: Age group of respondents. Responses of individuals based on age group that participated in the survey. The age group with the largest participation were found to be between the ages of 45 - 64 years.

The majority of participants identified as female (55.53%, n=461). Participants identifying as males made up 41.87% of participants (n=461). Of the respondents, 2.6% (n=461) preferred not to say which gender they identified with. Refer to **Figure 7**.

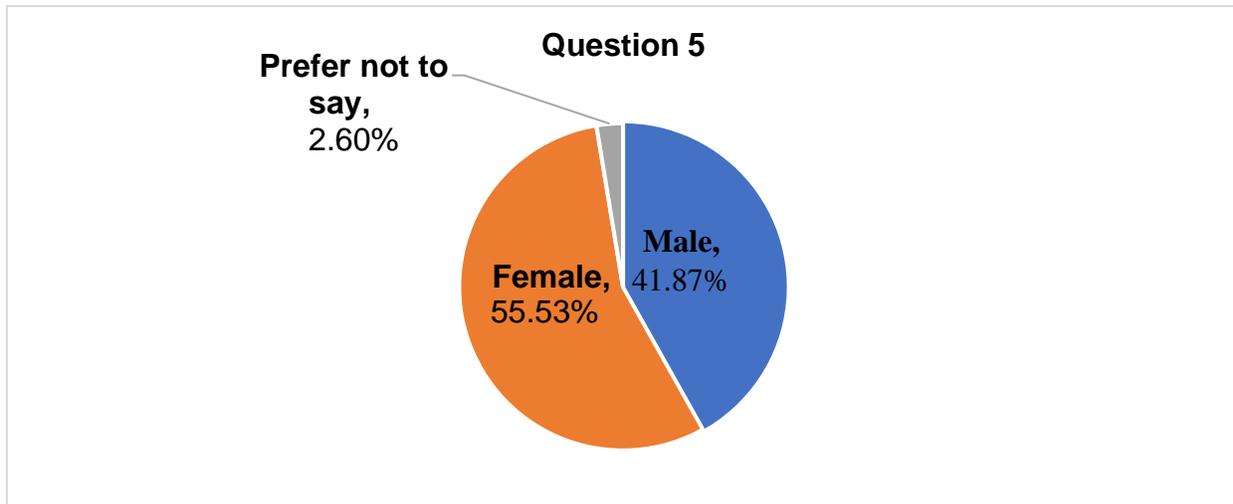


Figure 7: Gender identification of participants. Response of survey participants based on the gender that the individuals found to associate with. Most participants in the survey identified with being female in gender.

When observing the living situation of participants of the survey, 87.42% were found to be residing in either a house or a townhouse (n=461). Participants of the survey found to be living with or in a family member's residence comprised 5.64% (n=461). Individuals residing in condominiums or apartments comprised 4.34% (n=461). Assisted or supported living and other housing accommodations were found to represent the lowest surveyed living arrangement with 0.65% and 1.95% respectively (n=461).

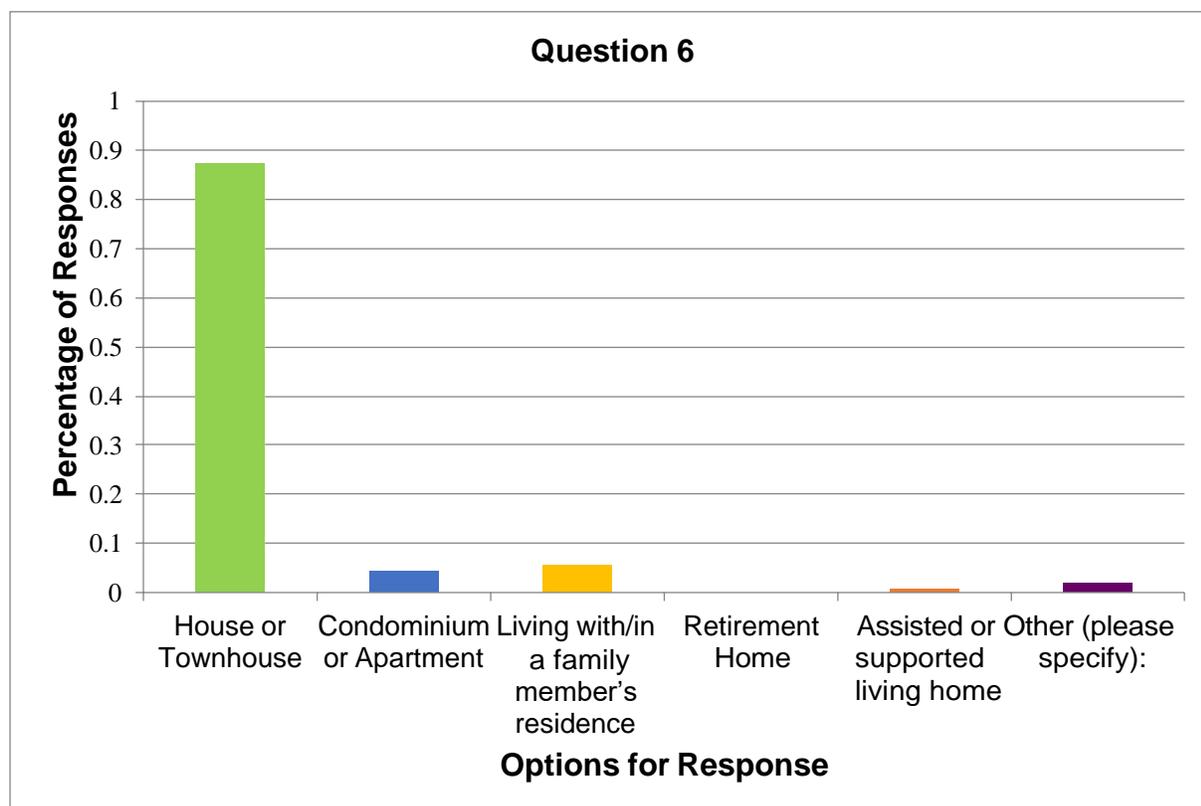


Figure 8: Current housing situation of participants. Response of survey participants based on current housing situations. Most participants in the survey resided in a house or townhouse for living accommodations.

Results

Outdoor Spaces and Buildings

Most comments regarding the current outdoor space and buildings were positive. Concerns were expressed by survey participants in the comment section provided at the end of the category. Suggestions for each category have been provided.

Accessibility of public buildings was found to be typically highly rated among survey participants with over 33.51% of participants (n=373) selecting 'very good' (**Figure 9**). Within the comment section, a concern was identified for the improvement of accessibility at specific Town of Lincoln community sites such as Jordan Lions Arena. Goal Three of the Parks, Recreation and Culture Master Plan developed by the Town of Lincoln in 2019, specifically aims to minimize barriers of participation and provide access to all members of the community. The Jordan Lions Arena is mentioned as a target area for improvement and potential long-term replacement (Town of Lincoln, 2019). A Sports Park Renewal Strategy has been recommended for development with a high priority level in the Parks, Recreation and Culture Master Plan to focus on the revitalization of both Jordan Lions

Arena and pool to accommodate this. The Age-Friendly Advisory Committee supported the Town of Lincoln's successful application to the Inclusive Communities Grant. This funding will support the accessibility audit items to improve outdoor spaces and public buildings.

Parking tended to be perceived positively among Lincoln residents with 26.20% (n=374) of individuals rating parking as 'good' (**Figure 10**). The Town of Lincoln Transportation Master Plan (2019) outlines the need for improved parking situations with various proposed strategies to combat the current issues faced by citizens such as maximizing the use of on-street parking for visitors of the area and have conducted a review of current policies in place with suggested changes.

Pavement (such as sidewalks and their related conditions), as seen in **Figure 11**, were rated to be 'good' among survey participants (31.18%, n=372). Survey comments mentioned the need for more sidewalks and improved maintenance of existing sidewalks in place in the Town of Lincoln. The Town of Lincoln Transportation Master Plan (2019) outlines the emphasize of a previous survey completed for improvement of sidewalks along local and main roads and the need for municipal policy to address this. Town of Lincoln contracted services for both salting and snow removal prioritize locations of town facility parking lots and sidewalks, senior citizen's sidewalks and sidewalks adjacent to regional roads. Members of the Age-Friendly Advisory Community are assisting the Town's Public Works Department in the development of the Town of Lincoln Sidewalk Winter Maintenance Program. This program will be comprised of community engagement, public input and a community survey to ensure that the community will have access to safe walkways year-round.

Public areas and lighting (**Figure 12**) were found to be rated between 'good' (34.85%, n=373) and 'very good' (31.64%, n=373). A few comments were found to take issue with the presence of poor lighting in certain parts of the Town of Lincoln. These concerns have been recognized in the Town of Lincoln Transportation Master Plan (2019) with recommendations of adding additional lighting to improve visibility. Specific areas of concern have been established based on field observation in the Transportation Master Plan (2019). Recommendations have been made for the Town of Lincoln and the Niagara Region to review these potential issues and determine further measures to remedy the sites as required.

Green spaces located within the Town of Lincoln were evaluated based on being well maintained and being considered safe among citizens. As seen in **Figure 13**, 31.35% of participants believed green spaces in the Town of Lincoln to be 'very good', representing the vast majority of survey participants for this question (n=370). A specific comment suggested the need for more shade in the Town of Lincoln public areas such as playgrounds. The Parks, Recreation and Culture Master Plan (2019) references providing more shade through trees by partnering with community organizations to engage in natural landscaping, which aims to add more native plant species.

Outdoor seating was generally rated as ‘good’ amongst Lincoln residents as shown in **Figure 14** (31.82%, n=374). Some comments are found to reference the need for more seating in outdoor public areas such as parks. This has been recognized by the Town of Lincoln that aims to provide more seating with strategic placement as suggested previously by residents. Further seating may be added through the addition of more pavilions / gazebos / picnic shelters into the park systems which also, in turn, provide the opportunity for shade for residents (Town of Lincoln, 2019).

Pedestrian crossings were rated for being well designed and safe for people with different abilities. As shown in **Figure 15**, residents tended to perceive pedestrian crossings as ‘good’ with 28.34% (n=374). The safety of certain intersections such as that located on King Street was mentioned within the survey comments as being an issue amongst residents. This was also identified within the Transportation Master Plan (2019) with the recommendation for the creation of an all-way signalized intersection. There have also been recommendations to extend the end of curbs to improve pedestrian safety by reducing the crossing road distance (Town of Lincoln, 2019).

Ratings for public toilets, changerooms and nursing rooms were found to be perceived as ‘good’ by Lincoln residents as shown with **Figure 16** (26.27%, n=373). Some comments specifically called for the presence of more public washrooms, especially in public areas such as parks. There were also calls for new washroom facilities in the Jordan Lions pool. As to the Parks, Recreation and Culture Master Plan (2019), washrooms in relation to park design have been recognized as a high priority with a focus beyond that of 2027. It has been identified that working with the Niagara Peninsula Conservation Authority in this task would be important moving forward. When analyzing the Jordan Lions pool, there have been calls to revitalize the aging facility to be up to modern aquatic facility standards. There is consideration on its future replacement with the short-term plan of evaluating and proceeding with repairs and maintenance as needed (Town of Lincoln, 2019).

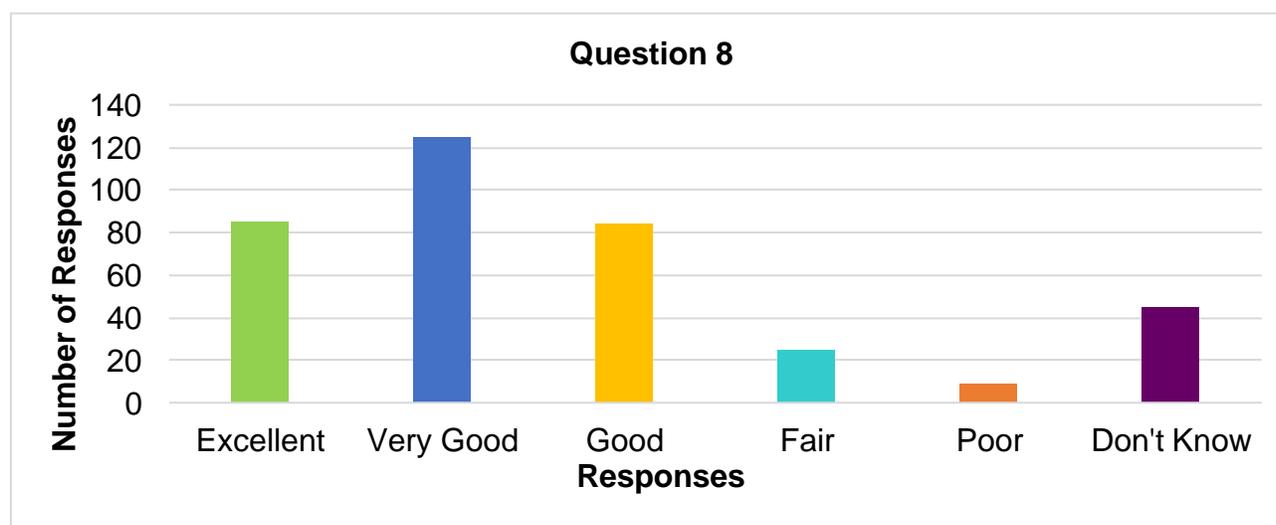


Figure 9: Public Buildings. Rating of public building accessibility for individuals with limited mobility.

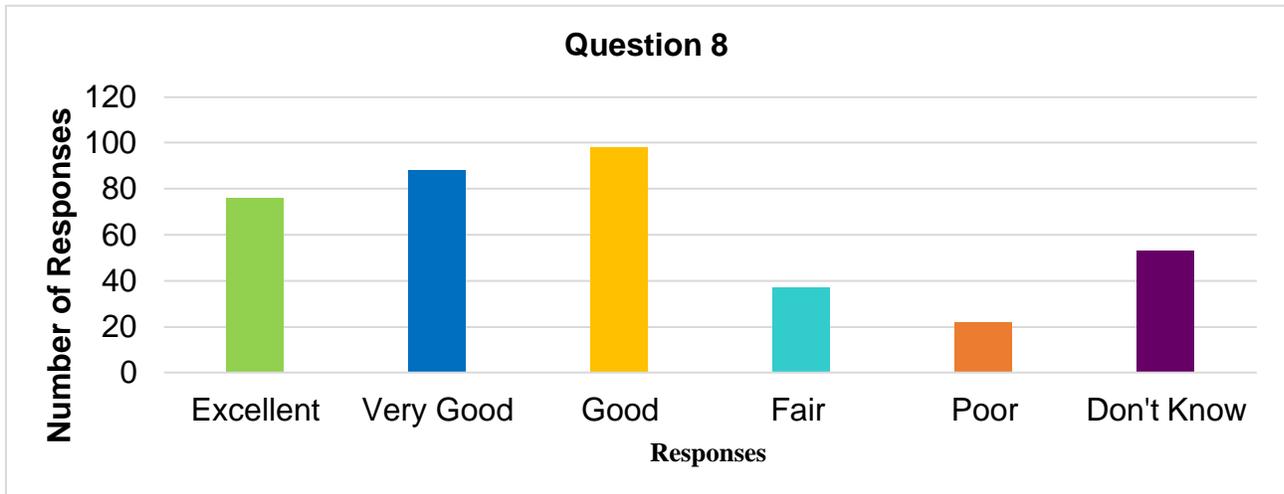


Figure 10: Parking. Rating of the accessibility of parking spaces for residents of the Town of Lincoln.

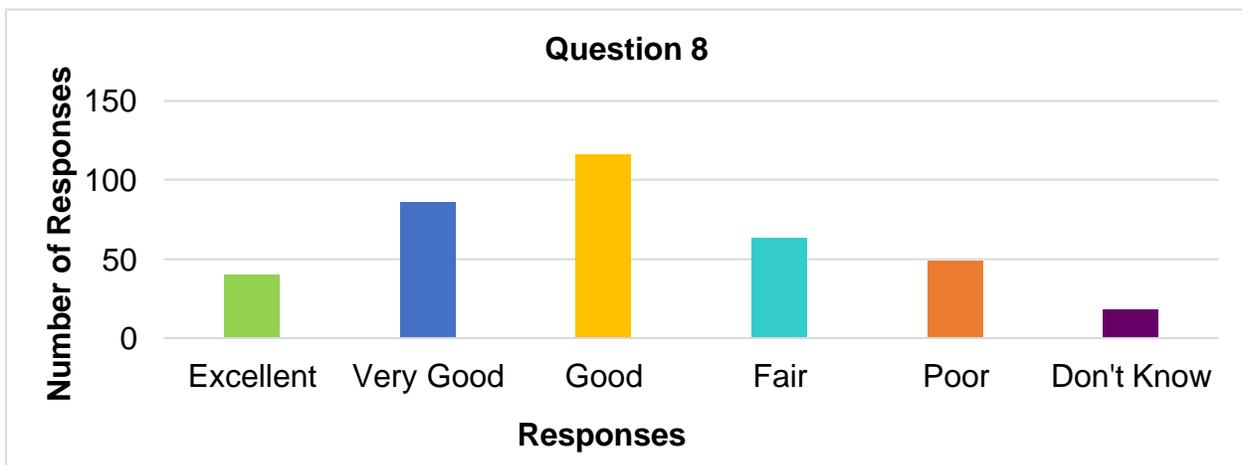


Figure 11: Pavement. Rating of sidewalks based on conditions and presence of obstruction based on all seasons endured in the Town of Lincoln.

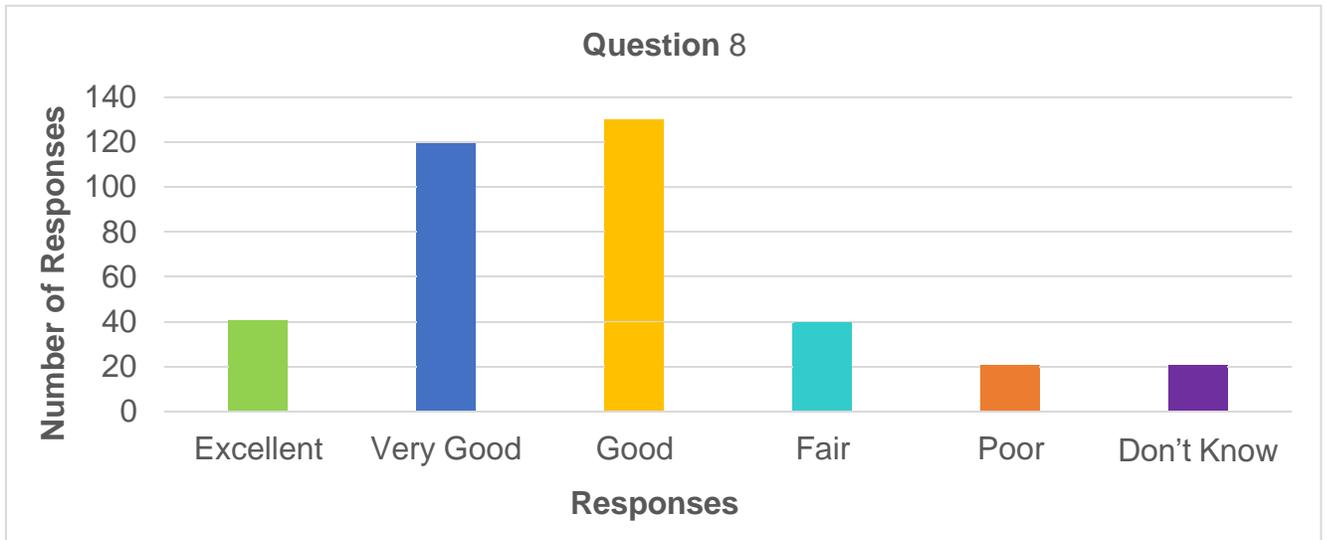


Figure 12: Public Areas. Rating of public areas based on the factor of being well lit in nighttime environments.

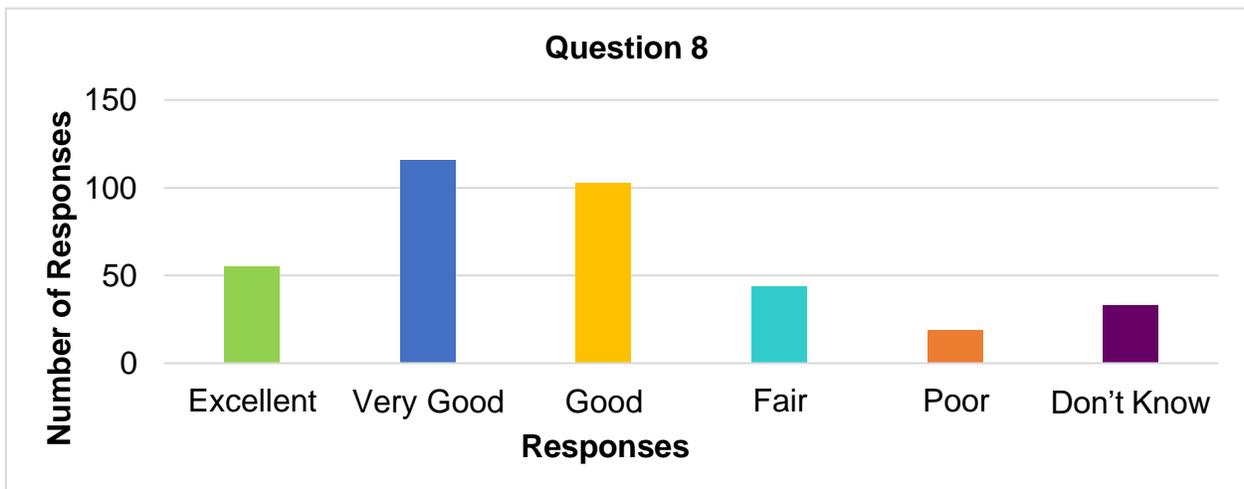


Figure 13: Green Spaces. Rating of green spaces by citizens if spaces are safe and well maintained.

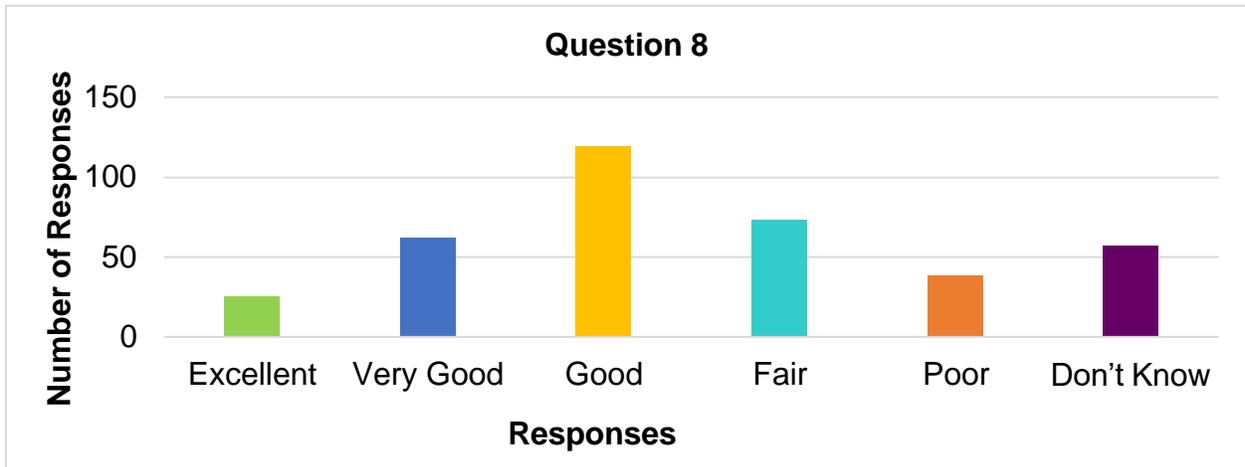


Figure 14: Outdoor Seating. Rating of outdoor seating by citizens to see if current options are sufficient and in good locations.

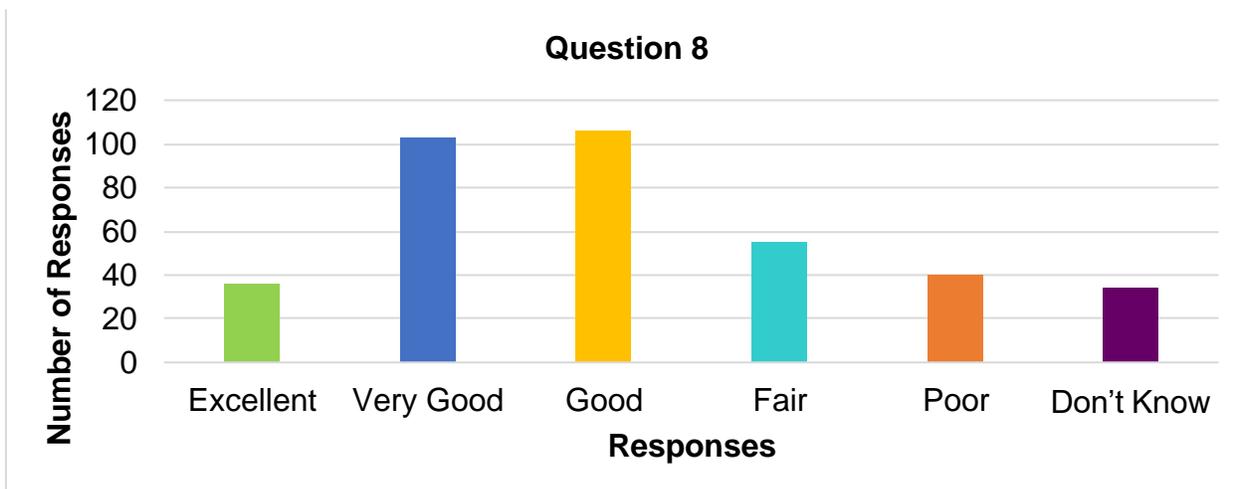


Figure 15: Pedestrian Crossings. Rating of pedestrian crossings based on being well designed as well as safe for people with differing abilities.

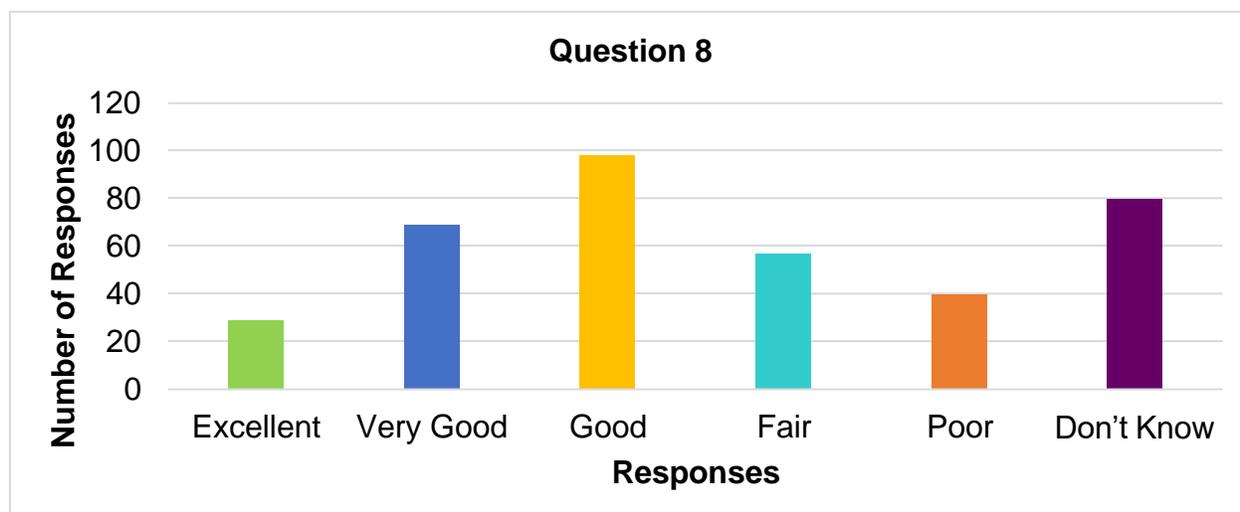


Figure 16: Public Toilets/Change Rooms/Nursing Rooms. Rating of presence of public toilets / change rooms location placement, cleanliness and accessibility to the public.

Housing

Housing options within the Town of Lincoln were mostly identified by participants of the survey to be between the responses of “good” and “fair” (**Figure 17, 18, 19, 20, 21 and 22**). Some residents were found to be unaware of the of questions regarding housing and answered, ‘do not know’. Specific areas of concern were highlighted in the comment section of the survey. One such item recognized was the need for more affordable housing and rental options in the Town of Lincoln. Some citizens expressed uneasiness about the inability to afford either purchasing or renting properties within the area, especially for families and senior citizens. Additional concerns have identified the current property tax rates as being expensive relative to the housing options available. Residents also voiced concerns over contractors and the inability to find ones that are reliable.

In order to address these concerns, the Town of Lincoln has recently moved forward with the creation of a Housing and Homelessness Community Partnership Advisory Committee aimed at reflecting on options such as co-op housing, non-profit housing, home building and the development, and provision of affordable housing (Town of Lincoln, 2021). Feedback from Town of Lincoln citizens has been forwarded to this committee with the goal of creating a comprehensive strategy for action.

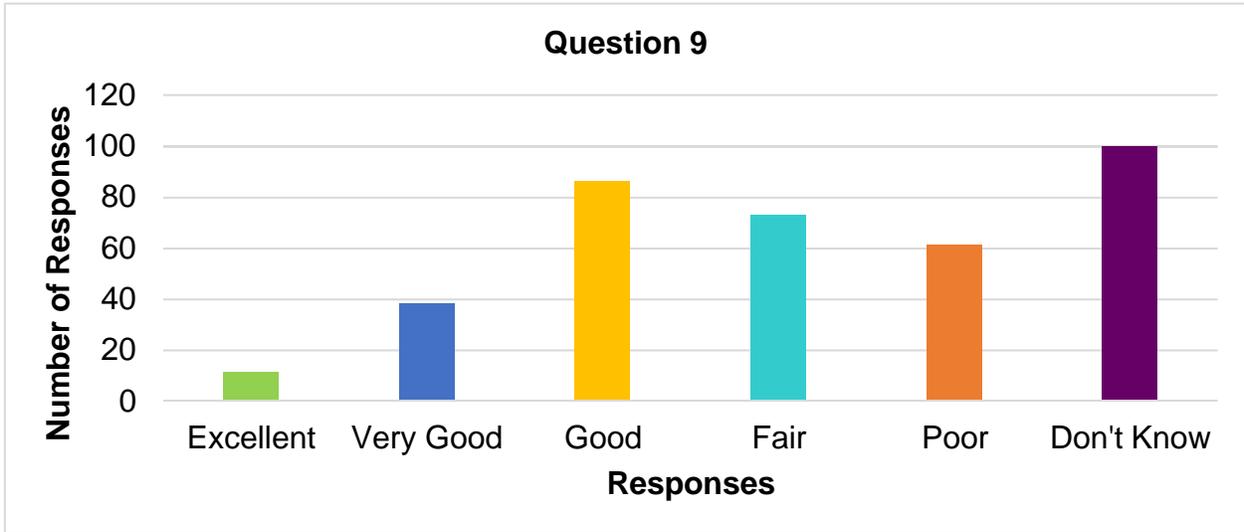


Figure 17: Affordable Housing. Rating of the presence of affordable housing that is sufficient and safe in the Town of Lincoln.

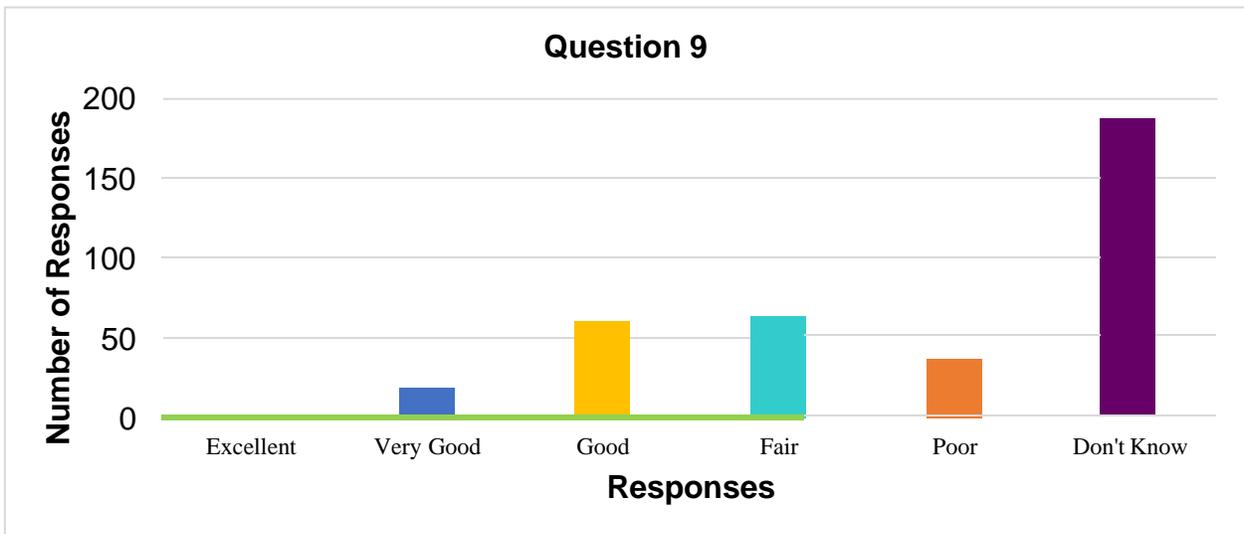


Figure 18: Rental Housing. Rating of the presence of rental housing that is clean, affordable and well maintained.

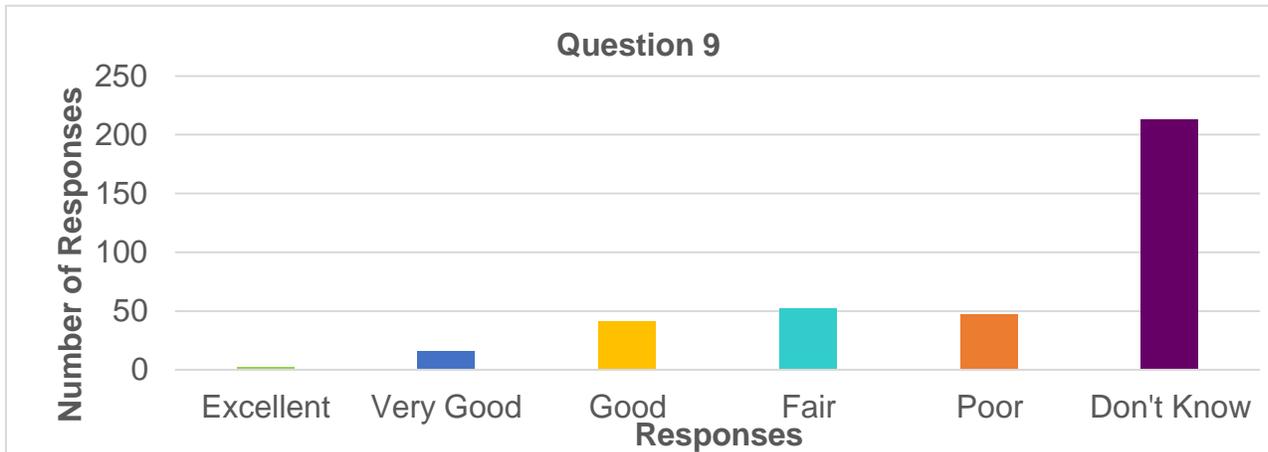


Figure 19: Specialized Affordable Housing. Rating of the presence of specialized affordable housing in the Town of Lincoln.

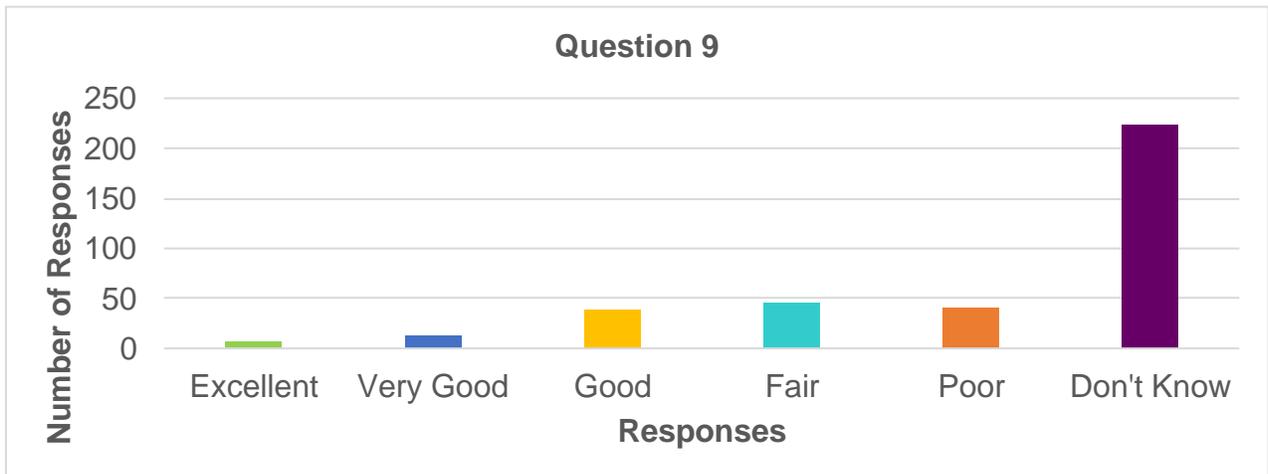


Figure 20: Emergency or Transitional Housing. Rating of the presence of emergency or transitional housing that is available for all ages and people with different needs.

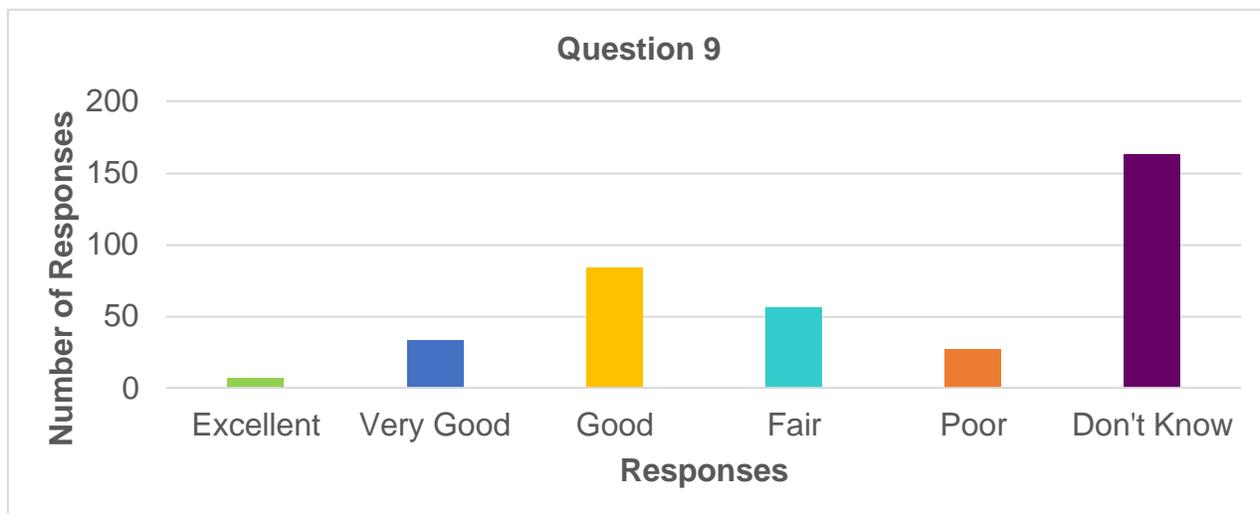


Figure 21: Home maintenance and Support Services. Rating of services for home maintenance and support services that are both affordable and sufficient for the homeowner.

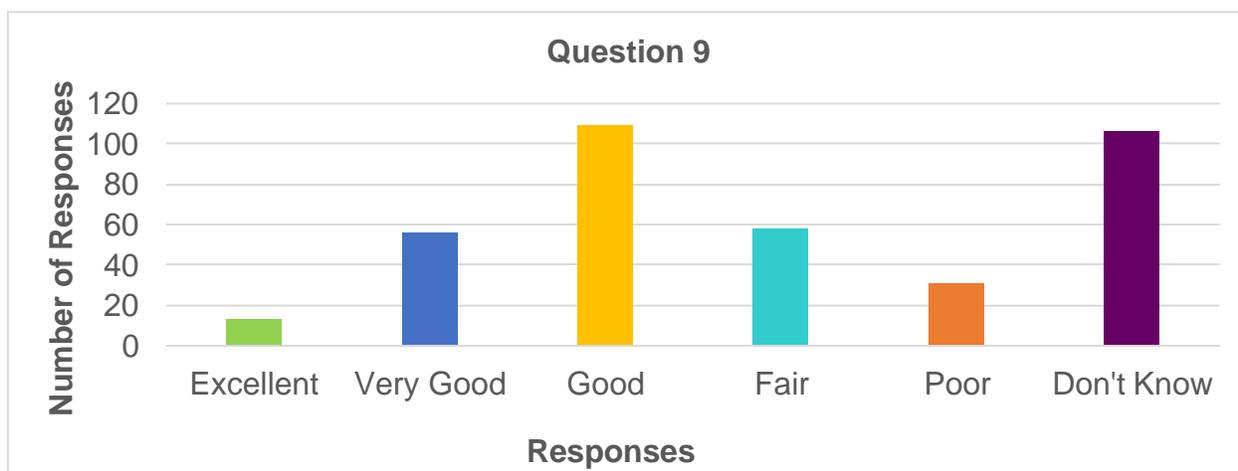


Figure 22: Home Renovations. Rating of home renovation options in the area ranging from supplies to quality contractors that are available and affordable.

Respect and Social Inclusion

Community activities and events, as shown in **Figure 23**, were found to be typically highly rated among survey participants with over 35.22% (n=372) of participants selecting 'very good'. The option of 'excellent' (20.43%, n=372) and 'good' (25%, n=372) were also found to be highly selected by participants. The results of this section suggest that a majority of Town of Lincoln residents are happy with community activities and events. One particular comment indicated a lack of events for late teens and young adults in the area which

represents a potential site for expansion for the Town of Lincoln. This may be done through the Town introducing new programming for young adults through partnerships with other organizations, such as the YMCA. There have also been recommendations to bring in the addition of new recreation sites such as an action sport park and multi-purpose courts (which could accommodate use for different sports such as basketball, ball hockey or use as an outdoor ice rink in the winter months) to offer more options for youth and young adults (Town of Lincoln, 2019). Recent opening of the Action Sports Park at Rotary Park and multi-purpose courts at Angelina Macri Prokich Park have addressed these suggestions.

When observing the business community (**Figure 24**), survey participants mostly viewed the category as 'very good' (36.93%, n=371). There is a general consensus within the Town of Lincoln of the presence of high customer service amongst local businesses within the community. No comments were made within the comment section regarding this topic. The Age-Friendly Advisory Committee intends to create an age-friendly business recognition program to provide guidelines and suggestions on how local businesses can make a commitment to age-friendly business practices and have the training to serve all customers with both dignity and respect.

Age-appropriate settings for activities and events that accommodated age-specific needs and preferences were ranked by Town of Lincoln residents (**Figure 25**) as 'good', representing 30.35% (n=369). The category of 'very good' was selected by 27.64% of participants (n=369) and the category 'excellent' was selected by 14.09% of participants (n=369). The category of 'fair' was selected by 11.92% of participants (n=369) and the category of poor represented 4.88% (n=369). Participants who were unsure in relation to the questions represented 11.11% (n=369). The comment section did not reflect and concerns regarding this particular topic.

School engagement (**Figure 26**), with regards to opportunities to learn about ageing and involve and integrate older adults into school activities, was found to be a topic most respondents were unsure about with 'don't know' representing 36.12% of survey participants (n=371). Comments within this section provided insight into the lack of communication if school engagement opportunities are available for seniors. There is a call to establish a dedicated program for seniors to engage in school environments to allow seniors to share their thoughts and skills. A comment from a student also cited the lack of curriculum material that focuses on aging. This area represents an opportunity for the Age-Friendly Advisory Committee to work with both the School Boards and seniors to establish a volunteer program.

The category of feeling recognized within the community (for skills, knowledge and experience that can be offered to the community) was ranked as 'good' by participants, representing 29.65% (n=371) as shown in **Figure 27**. The categories of 'don't know' and 'very good' were found to have the same response selection of 17.79% (n=371). The category of 'fair' was selected 14.29% (n=371), while the categories of 'poor' and 'excellent' were selected for 7.42% and 6.59% respectively (n=371). One particular

comment mentioned the need for advertising for older adults to recruit them for their skills to for use in Town projects. This may open the way for the creation of new volunteer initiatives that can directly affect the Town of Lincoln in a positive light and provide a way for members to give back to the community.

Consultation in Town of Lincoln initiatives and business represents an area of need for improvement as shown in **Figure 28**. Survey participants were found to select 'don't know', accounting for 27.47% of responses (n=364). The option of 'good' comprised 23.63% of responses (n=364). The comment section was found to mention that outreach may be an issue for this subject. Articles have been published in local news paper citing the Age-Friendly Advisory Committee's work on items such as the application to the World Health Organization's Network of Age-Friendly Cities , as well as having a dedicated page on the Town of Lincoln website. Broadcasting awareness to this committee further and holding open meetings with the public may allow issues to be further discussed and be addressed by the Town of Lincoln. Participation in this survey is one form of consultation that may also be viewed through the use of a comment section, allowing members of the community the chance to vocalize pressing matters or concerns based on provided topics.



Figure 23: Community Activities and Events. Rating of community activities and events in the Town of Lincoln that allow residents to feel welcomed and included.

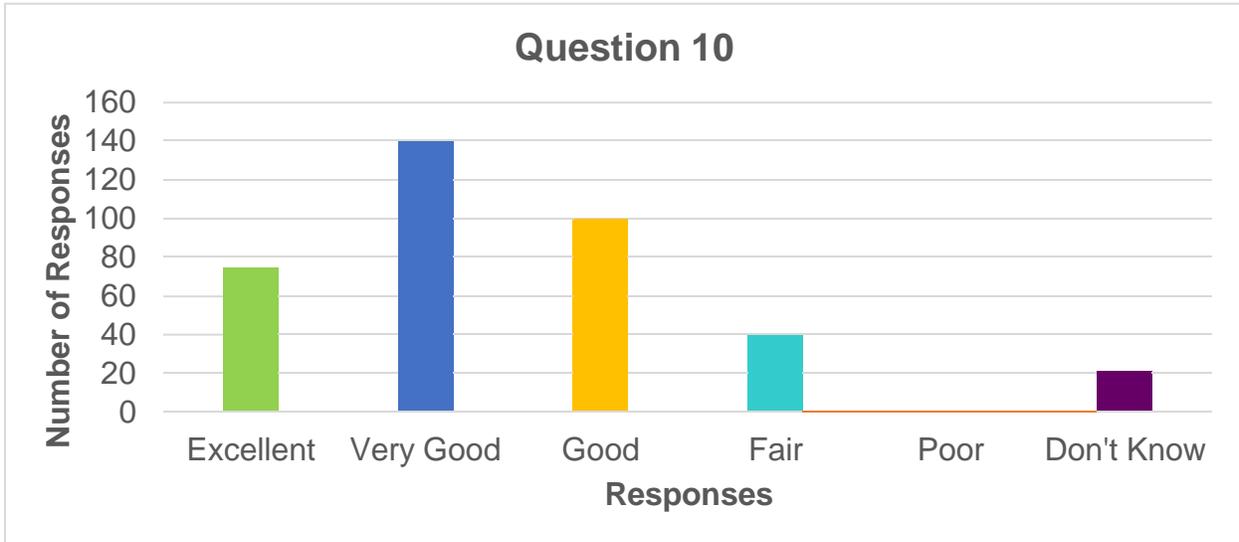


Figure 24: Business Community. Rating of business community in retail and of service provided in the Town of Lincoln.

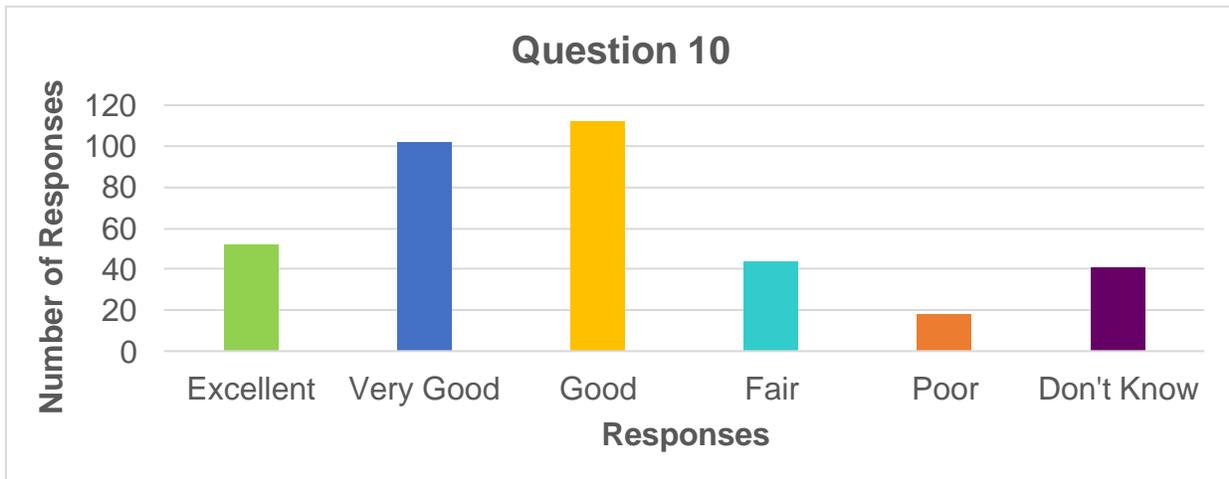


Figure 25: Age-Appropriate Settings. Rating of community activities and events in the Town of Lincoln that accommodate age-specific needs and preferences.

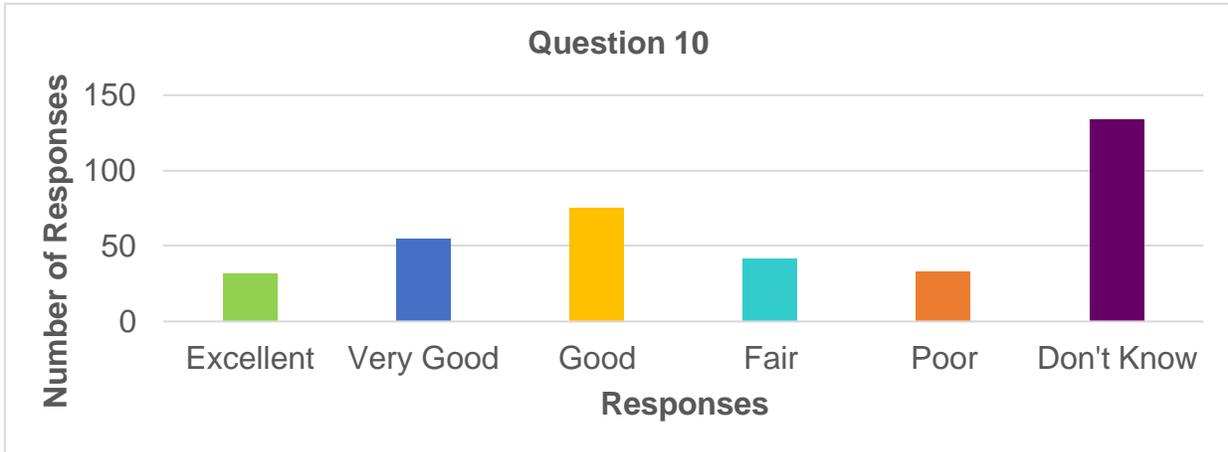


Figure 26: School Engagement. Rating of opportunities provided by schools to learn about aging and involve/integrate older adults into their school activities.

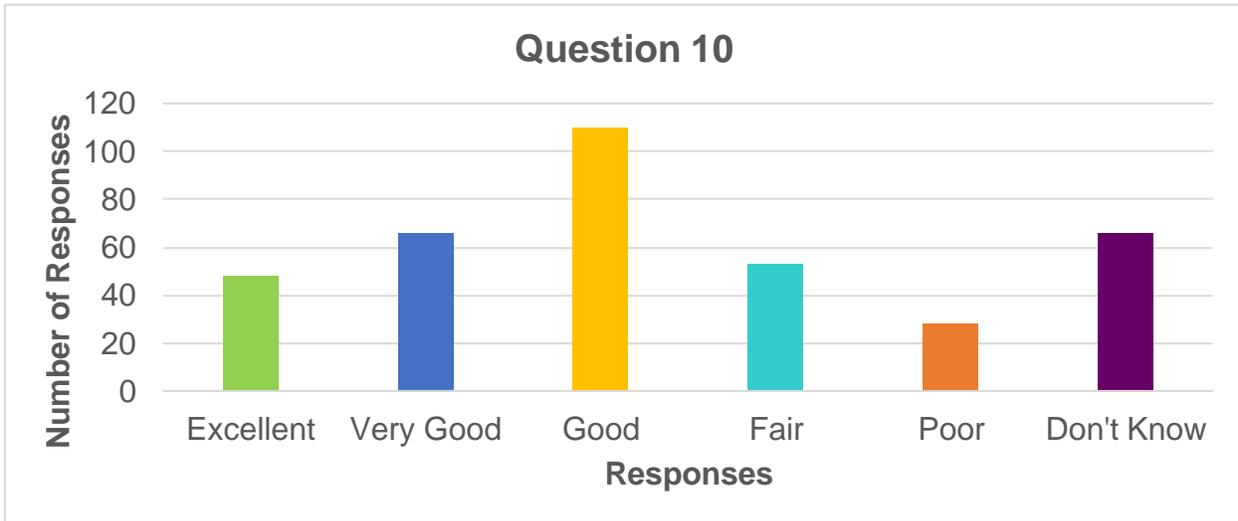


Figure 27: Feeling Recognized in the Community. Rating of individuals feeling welcomed and valued by the community for skills/knowledge/experience and for what they have to offer.

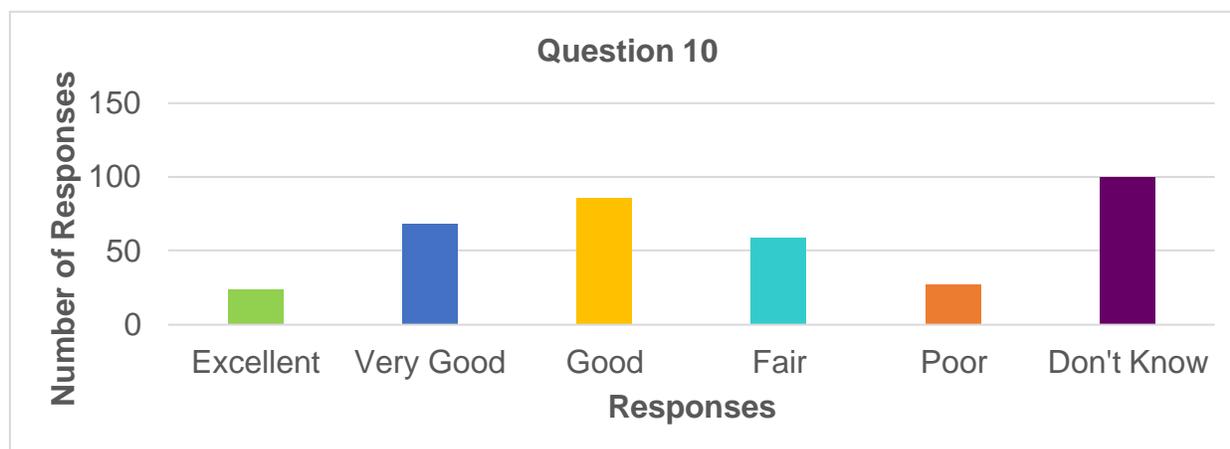


Figure 28: Feeling Consulted in Town affairs. Rating of feelings towards being consulted on Town of Lincoln initiatives and businesses.

Civic Participation and Employment

Volunteer opportunities, as shown in **Figure 29**, (available for all ages with different options available) were rated to be 'very good' among Town of Lincoln residents with 27.10% (n=369). The option of 'good' was selected by 26.02% (n=369) of participants. Participants unsure selected the answer of 'don't know', equating to 18.97% (n=369). The categories of 'excellent', 'fair' and 'poor' accounted for 11.65%, 14.36% and 1.90% (n=369) respectively. One comment outlined that community volunteering opportunities are not marketed in the area with the participant only naming a few examples of opportunities available. The Town of Lincoln, specifically in the parks, recreation and culture delivery system have seen declines in volunteerism rates. In order to promote volunteering, the Town of Lincoln hosts a Volunteer Recognition Program which serves to recognize the contributions through an annual volunteer appreciation. There has been a proposal to use new software applications to help streamline the volunteer process. In addition, there has been the recommendation to create a Volunteer Involvement Program, which would include strategies on recruitment, training, supervision, retention and recognition (Town of Lincoln, 2019). Promotion of volunteering opportunities through various media outlets could help spread awareness of positions available.

Expanding into volunteer opportunities, information relating to opportunities, accessibility and timeliness were found to be rated as 'good' at 27.99% (n=368) as displayed in **Figure 30**. Participants that answered 'don't know' were found to comprise 22.01% (n=368). The categories of 'very good' were found to consist of 18.75% (n=368) of those that answered the question. Other categories of 'fair', 'excellent' and 'poor' were found to represent 15.76%, 9.24% and 6.25% (n=368) respectively. The solutions used in the previous volunteer section can be applied to help remedy any problems relating to information about volunteering. No comments specifically targeted the delivery of information, accessibility and timeliness.

The items of training and transportation in relation to volunteering were found to not be well known by survey participants (**Figure 31**). It was found that 43.32% (n=367) of those who answered selected that 'don't know' about training and transportation provided for volunteering. This section marks the need for transparency in advertising volunteer opportunities to allow for prospective volunteers to be aware of training requirements as well as if transportation is needed or if it can be provided. Transportation, especially for youth and young adults, was sighted as a potential barrier in the comment section preventing full participation.

Work opportunities available for both the young and older adults that is flexible was found to be another area not well known by participants (**Figure 32**). Of 360 responses, 31.94% were found to select the option of 'don't know'. The comment section was found to illustrate that transportation can be a major issue for high school students, especially those living in rural parts of the Town of Lincoln. There was also the sentiment that there are limited work opportunities for high school students in the Town of Lincoln, with most jobs being limited to the fast-food industry. The Town of Lincoln provides summer employment as well as part-time yearly employment in areas such as aquatics and camp for students. It could be beneficial for the Town of Lincoln to host a job fair targeted at youth to allow them to see the potential employment opportunities available to them in the local area.

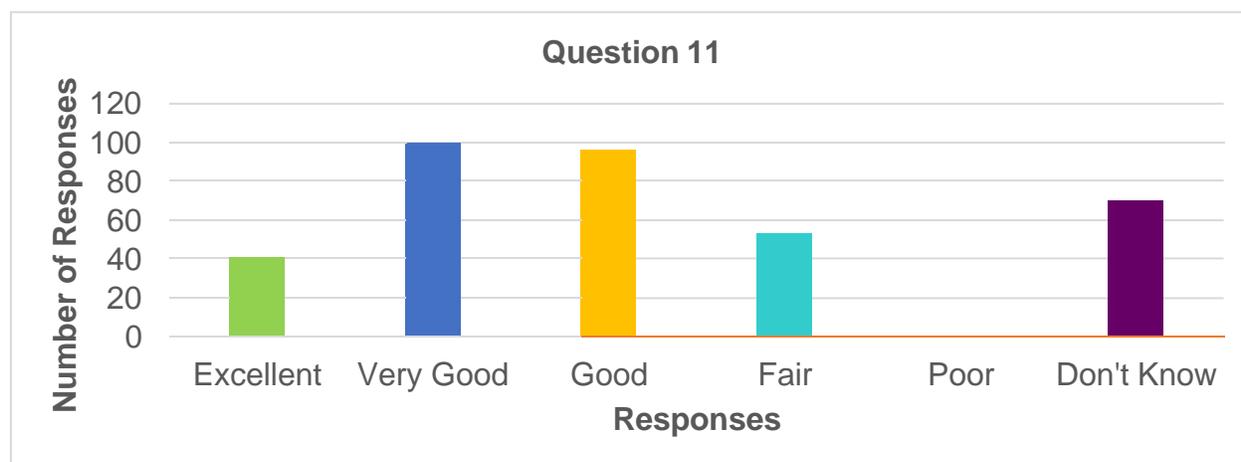


Figure 29: Volunteer opportunities – available for all ages, different options to be involved (community councils, committees, boards, events). Rating of volunteer opportunities available to all ages by Town of Lincoln residents.

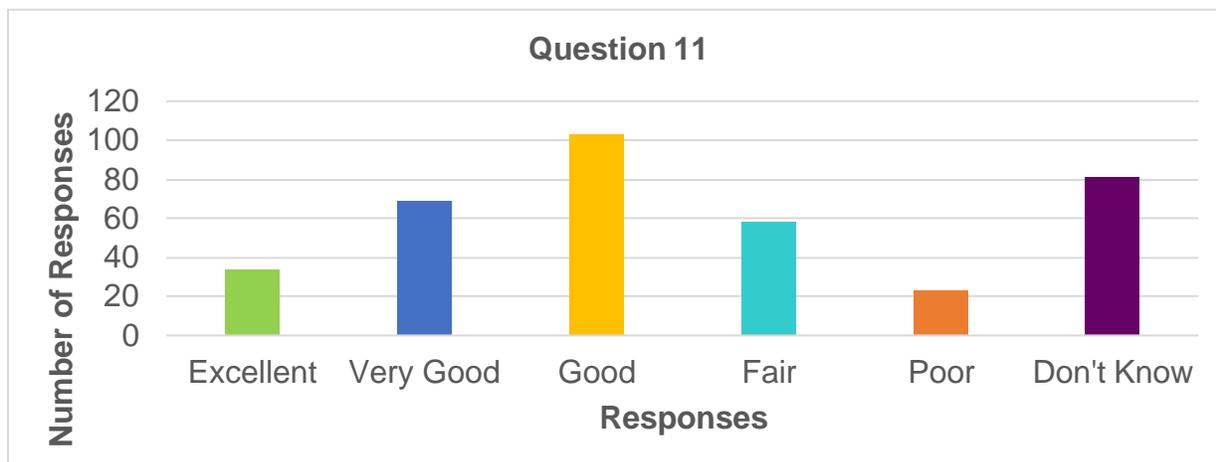


Figure 30: Volunteer opportunities – information for opportunities is available, accessible, and timely. Rating of information available and accessibility for volunteer opportunities in the Town of Lincoln by residents.

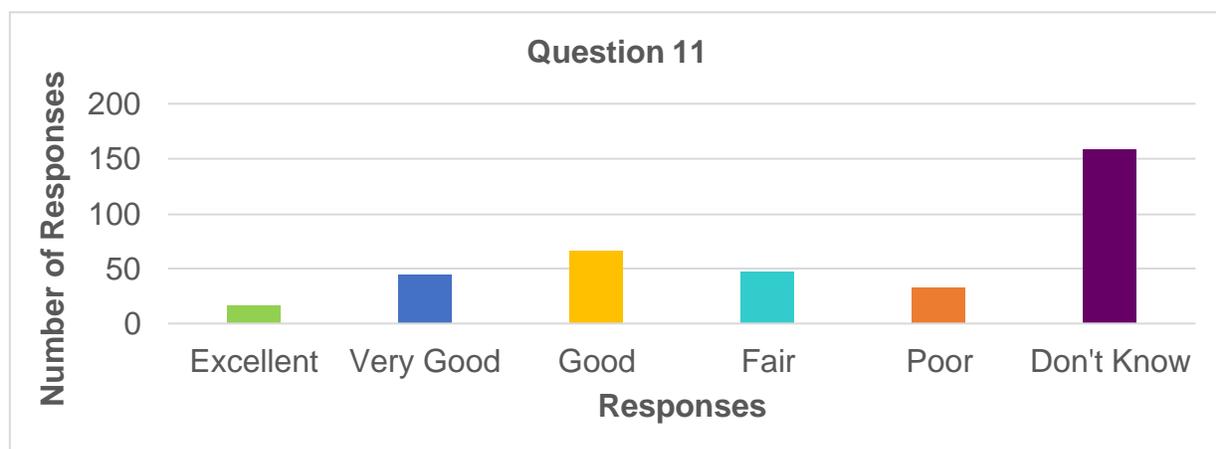


Figure 31: Volunteer opportunities – training and transportation are provided. Rating of knowledge of the provision of training and transportation for volunteer opportunities in the Town of Lincoln.

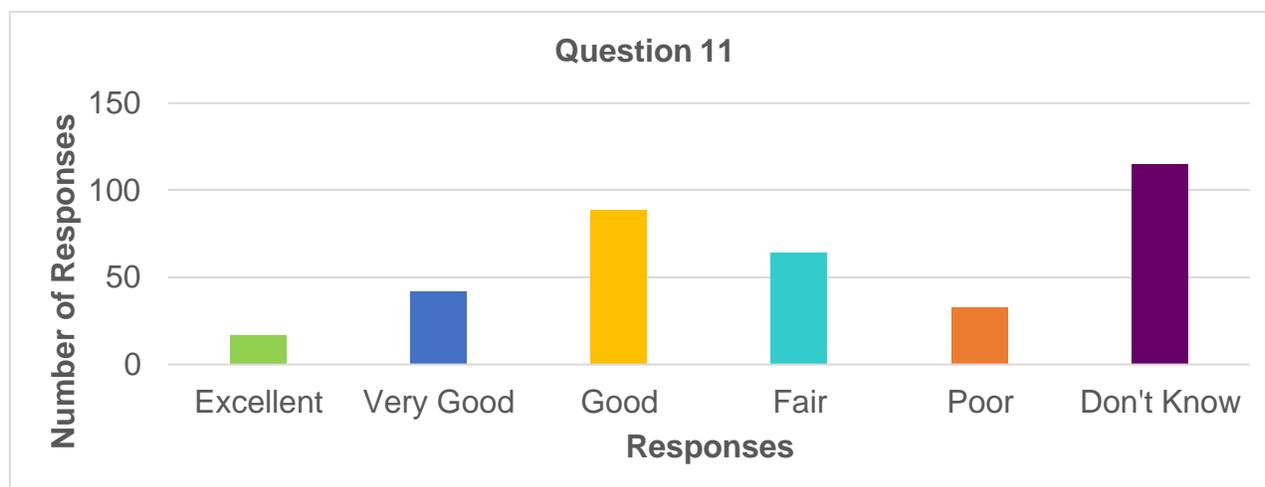


Figure 32: Work Opportunities – available, flexible & appropriate for youth and older adults. Rating of knowledge of work opportunities present in the Town of Lincoln for both youth and older adult residents.

Communication and Information

The category of communication outreach was examined by the Town of Lincoln residents as part of the survey. This category asked participants to consider accessibility to information and if it is well distributed throughout the community to reach residents of all ages (**Figure 33**). Participants were found to rank this category as 'good', representing 29.46% of respondents (n=370). The category of 'very good' was found to equal 23.78% (n=370). When observing the category of 'fair', 16.22% (n=370) were found to select this option. No Comments regarding this area were found.

Printed information distributed by the Town of Lincoln was rated by survey participants. Participants were asked to keep in mind the lettering, main ideas being present and if there was the presence of bold text. Most participants ranked the category as 'good' representing 28.92% (n=370), as shown in **Figure 34**. The option of 'very good' was selected by 19.19% of participants (n=370). Some participants were unsure and selected the option 'don't know' (18.92%, n=370). The other options of 'fair', 'excellent' and 'poor' were found to represent 16.76%, 10.54% and 5.68% respectively (n=370). No specific comments were found to be present – within the comment section regarding this matter. This category can be viewed as acceptable to Town of Lincoln residents.

Telephone and answering services were evaluated on their instructions being slow and clear to understand by Town of Lincoln residents (**Figure 35**). Individuals were found to select the answer 'don't know' the most, with 31.78% (n=365). The option of 'good' was found to be the next highest selected category with 26.85% (n=365). A concerned citizen called for the input of a live receptionist to answer or redirect calls. The Town of Lincoln does have a live receptionist working during Town Hall business hours.

The ability for people at risk of social isolation to get information from trusted individuals was another category that was evaluated by Town of Lincoln residents (**Figure 36**). Most survey participants were found to select the option of 'don't know', representing 53.26% of those surveyed (n=368). This area represents one of need for improvement for the Town of Lincoln. Creation of a section of information and resources dedicated to individuals at risk of social isolation would be beneficial for Town of Lincoln residents. Staff have developed additional senior programs, including the phone based Senior Centres Without Walls programs and take home senior information kits, to reach community members that may have limited opportunity to take part in in-person programming.

Computer access was the final category evaluating within this section by Town of Lincoln residents. This category focused on the wide access to computers at a variety of public locations at little to no cost for residents. It was found that computer access was ranked as 'good' by residents, with 28.65% overall (n=363, **Figure 37**). Most comments make reference to the Lincoln Public Library as being the only point of accessibility for using a computer. There is mention that the library branches could be considered far from some individuals depending on their location of residence. Another comment was found to mention the Town of Lincoln initiative to increase connectivity in areas such as parks by providing free Wi-Fi for residents. There is reference to the addition of technology in parks such as Wi-Fi in the Town of Lincoln Park, Recreation and Culture Master Plan (2019). WiFi has been made available at Charles Daley Park and Beamsville Lions Park. The Town of Lincoln is focused on providing residents with new ways to stay connected to the internet at all times and are gathering information through the Internet Connectivity and Broadband Access Survey

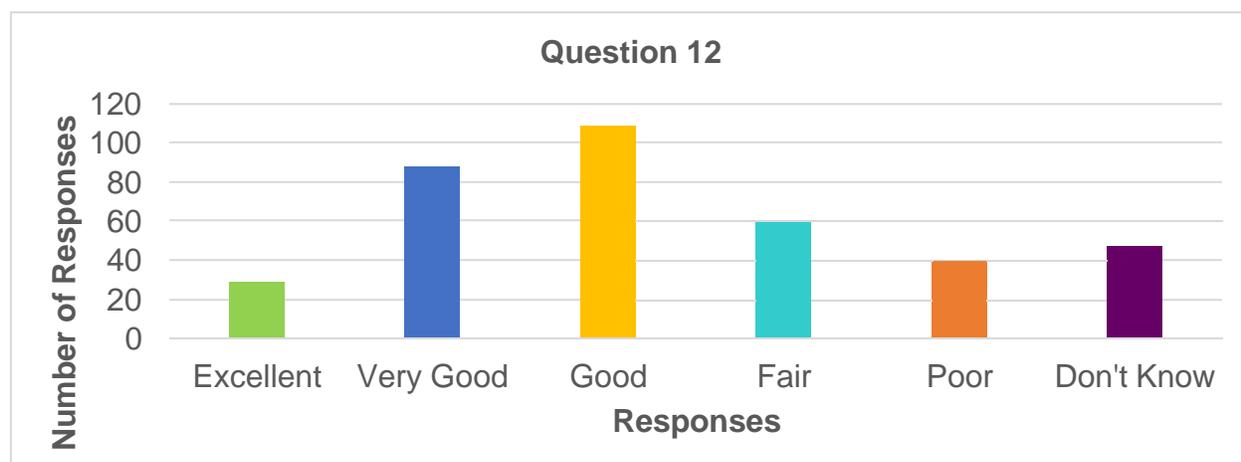


Figure 33: Communication Outreach – information is accessible, well distributed throughout the community to reach residents of all ages. Rating of communication outreach for information in the Town of Lincoln for residents of all ages.

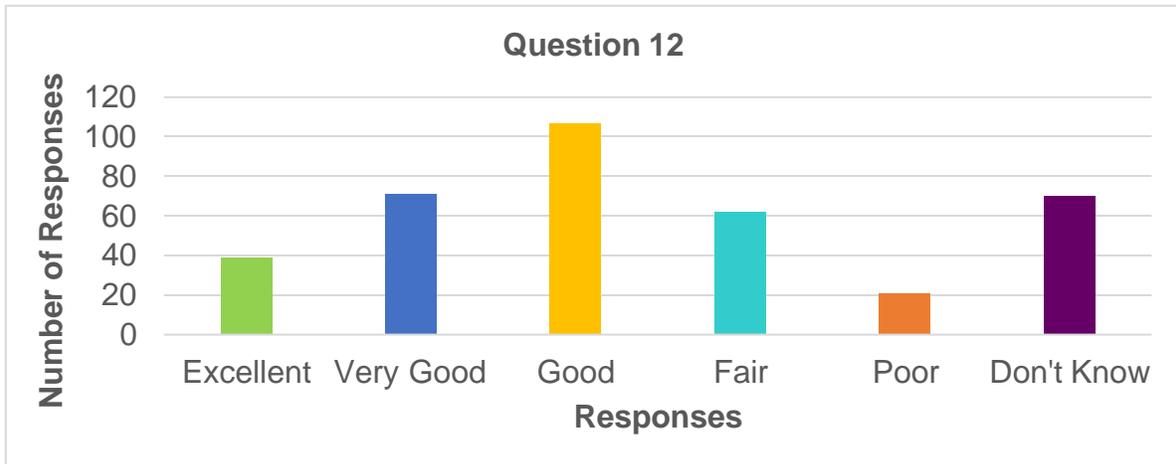


Figure 34: Printed Information – large lettering, main ideas are clear and bold.
Rating of printed information provided by the Town of Lincoln for residents.

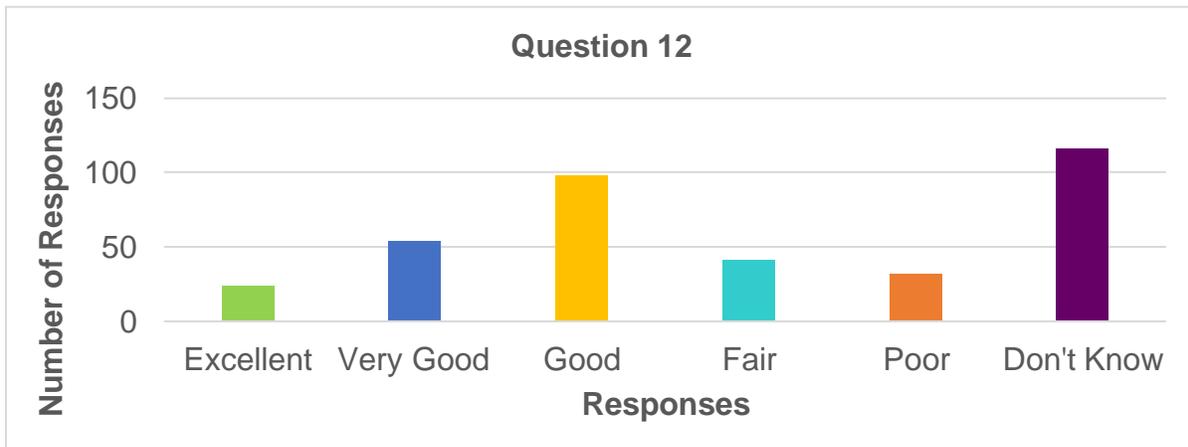


Figure 35: Telephone and answering services – instructions are slow and clear.
Rating of telephone and answering services currently in use by the Town of Lincoln.

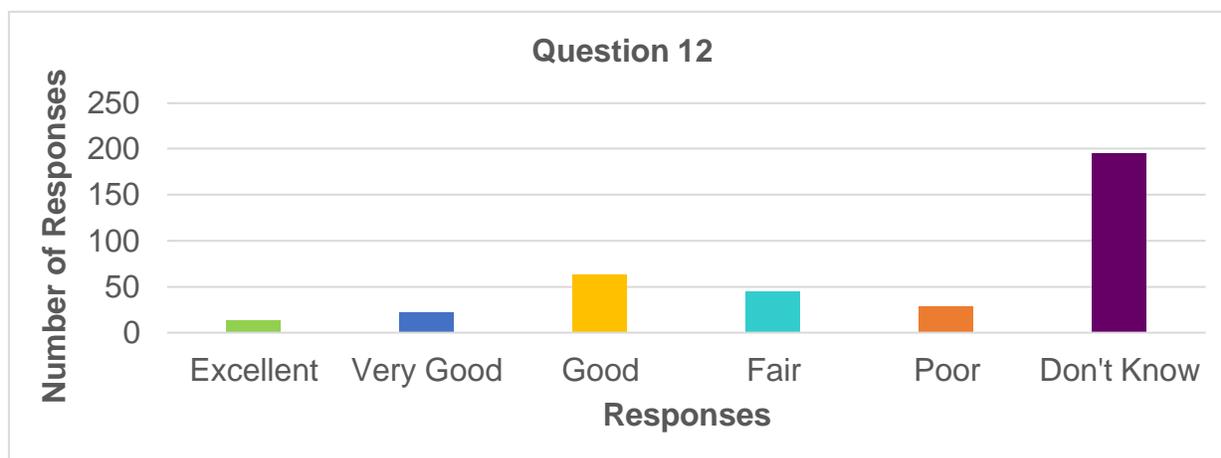


Figure 36 – People at risk of social isolation – get information from trusted individuals. Rating of information available for people at risk of social isolation within the Town of Lincoln.

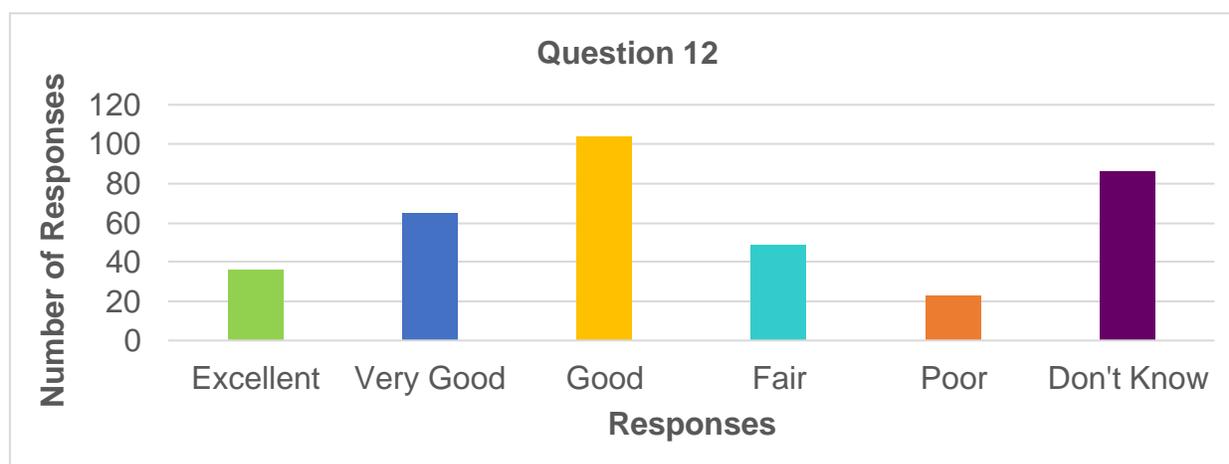


Figure 37 – Computers – wide access in a variety of public locations at no cost or minimal. Rating of the ability to access computers in public locations with little to no cost attached within the Town of Lincoln.

Community Support and Health Services

Health care provider staff were rated by Town of Lincoln residents for their patient awareness as well as sensitive to the needs of different age groups when providing treatment. Most survey participants found staff to be 'very good', representing 28.73% (n=369). Another significant portion of survey participants found staff to fall under the category of 'good', with 26.83% (n=369). Refer to **Figure 38**. No concerns were found to be brought up in relation to health care provider staff within the region.

Service delivery was evaluated in relation to the ability to coordinate and conveniently arrange items. When referring to **Figure 39**, most participants were unsure and selected the response of 'don't know' (34.59%, n=370). This could be the result of health care providers delegating this task themselves, allowing the process to be worry-free for the patient and have a hands-off approach. The comment section was found to not mention any pressing matters in relation to service delivery.

Information regarding health services in the Town of Lincoln was found to be very positive amongst residents. Referring to **Figure 40**, most residents were found to rank the information as 'good' and 'very good', with 29.35% and 23.64% respectively (n=368). A specific comment was brought up regarding the lack of mental health supports for adults in the Town of Lincoln. This area represents a chance for expansion for the Town of Lincoln to support mental health for the adult population, as well as others population demographics.

Health and community support services were assessed by residents based on their range of services, quality and location. **Figure 41** is found to demonstrate that Town of Lincoln residents tend to view health and community support services as 'good' and 'very good', with 25.68% and 20.27% respectively (n=370). Some comments brought forward concerns regarding the lack of a walk-in clinic which may be a beneficial addition to the Town of Lincoln. Another comment cited that some service may not be conveniently located at the West Lincoln Memorial Hospital (where others services are offered), which may possess transportation challenges for the affected party. Expansion of services within a central location should be considered.

Home care services, ranging from health and personal care to housekeeping, was assessed by survey participants. As shown in **Figure 42**, residents were found to select the answer of 'don't know', totalling 46.87% (n=367). This may be the result of Town of Lincoln residents not requiring to use these services since they are able to partake in them themselves. The option of 'good' accounted for 19.35% (n=367) of survey participants. A comment was found to point out the current shortage of Personal Support Workers affecting the ability of older adults to age at home effectively in all aspects of life.

Emergency preparedness was found to be rated highly, with the category of 'good' being selected for by 25.41% of participants (n=370) (see **Figure 43**). The category of 'don't know' was the next highest selected category, totalling 17.84% (n=370). The 'poor' category accounted for 17.03% (n=370). The final categories of 'very good', 'fair' and 'excellent' totalled 15.95%, 14.86% and 8.92% respectively. No pressing issues relating to emergency preparedness were mentioned within the comment section. A potential opportunity may be present for the creation of an emergency preparedness checklist for residents of the Town of Lincoln to have in case of an emergency situation.

Convenience of grocery delivery, medicine delivery and other needs were rated based on availability and affordability by residents. **Figure 44** demonstrates that most participants selected either 'don't know' or 'good', totalling 30.16% and 22.55% (n=368). This high

measure of 'don't know' may be indicative of individuals not utilizing these services as they do not require its use. No comments of concern were found in the comment section.

When observing affordability, **Figure 45** demonstrates that participants in the study predominantly selected 'don't know' (48.36%, n=366). The category of good was selected by 18.03% of participants (n=366). The 'fair' and 'poor' categories were selected by 12.30% and 10.93% of participants (n=366). The final categories of 'very good' and 'excellent' selected for by 7.105 and 3.28% of survey participants (n=366). Reference was made in the comment section to an initiative held by the City of Hamilton aimed for seniors' program that provides access to recreation facilities and classes for a discounted amount. The Lincoln Seniors Club offers dedicated seniors programming for little cost.

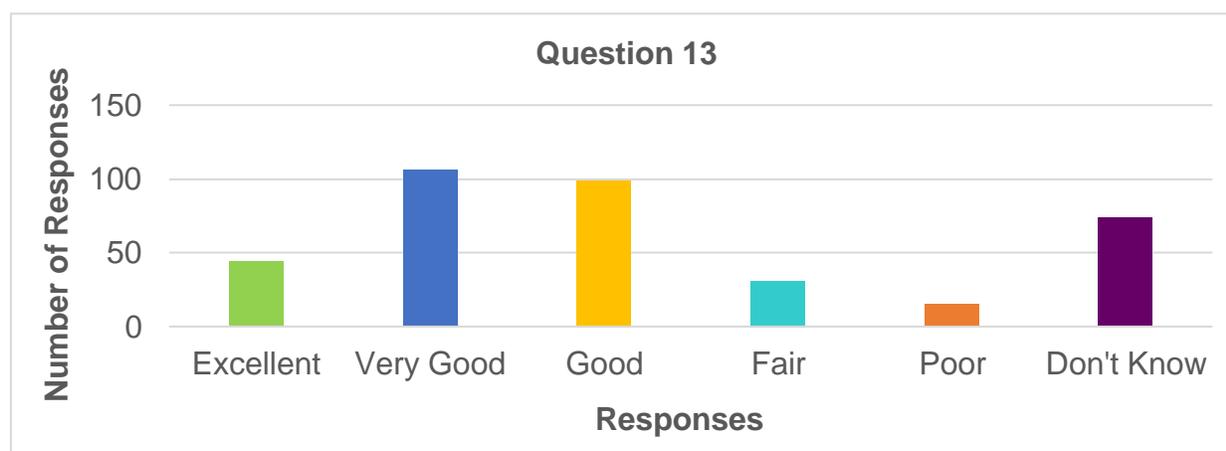


Figure 38: Staff - most health care providers are aware and sensitive to the unique needs of a wide range of age groups. Rating of health care staff based on awareness and sensitivity to needs of patient groups.

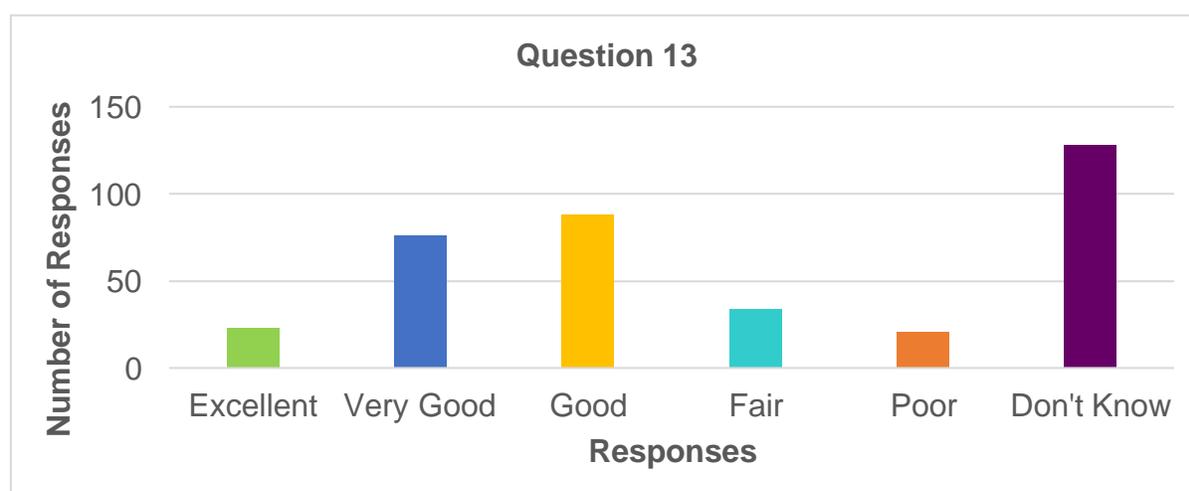


Figure 39: Service delivery – coordinated and convenient to arrange. Rating of service delivery of health care in the Town of Lincoln.

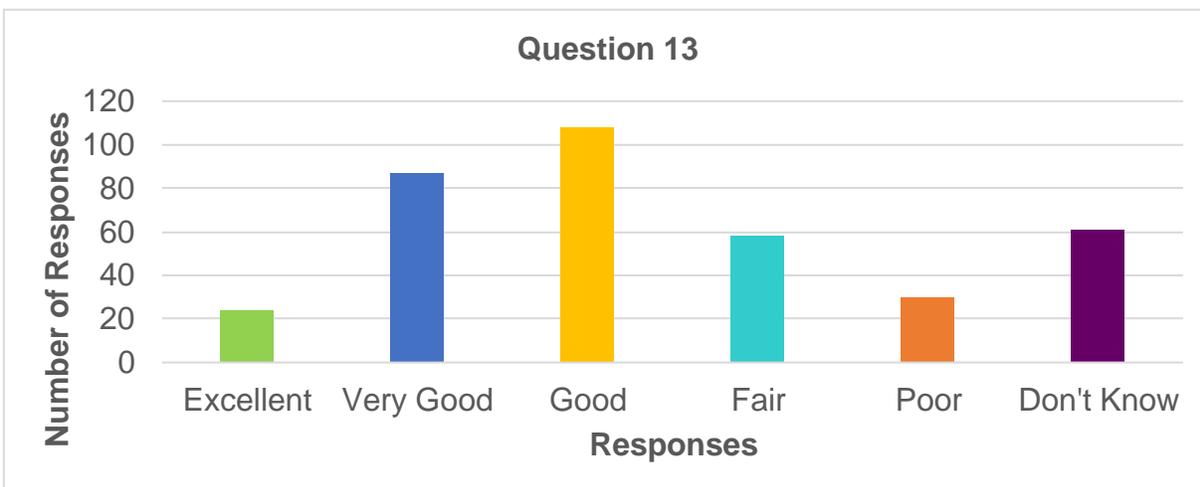


Figure 40: Information – there is a sufficient amount of information about health services. Rating on resources for information regarding health care services in the Town of Lincoln.

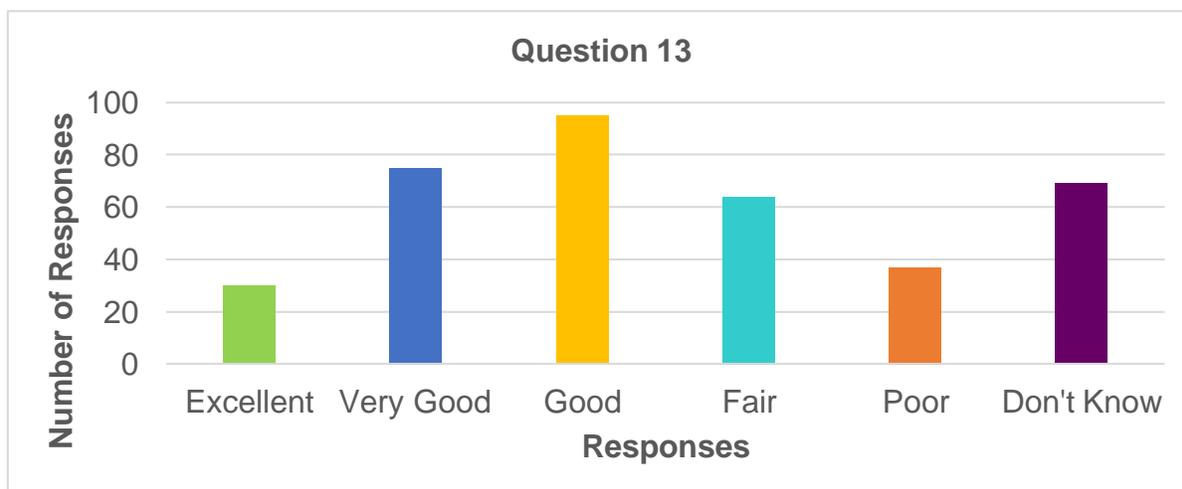


Figure 41: Health and community support services – a wide range, high quality, conveniently located. Rating of health and community support services located in the Town of Lincoln.

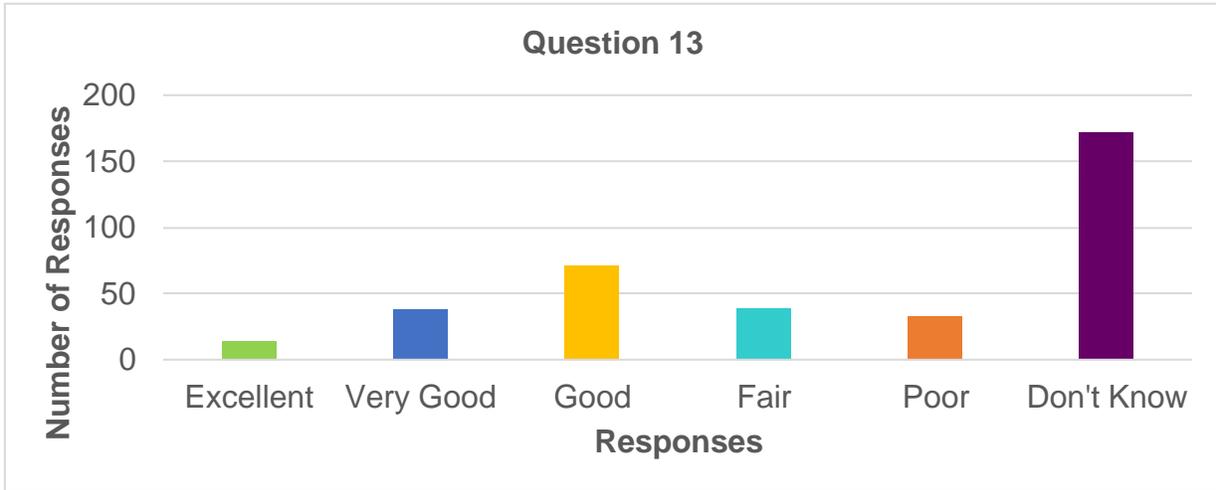


Figure 42: Home care services – such as health and personal care, housekeeping. Rating of home care services available in the Town of Lincoln.

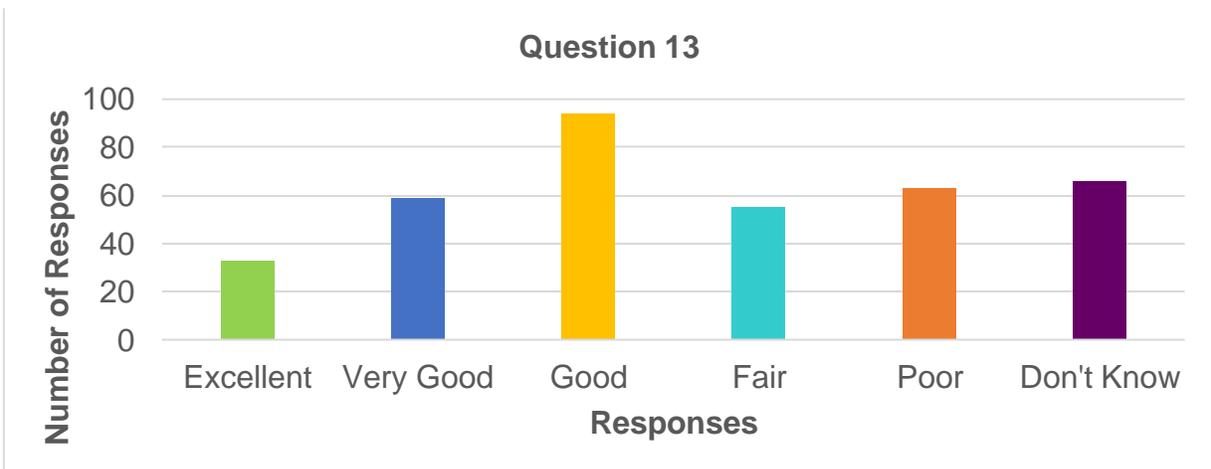


Figure 43: Emergency preparedness – you have the information you need and be prepared to take care of yourself in case of disaster. Rating of ability to engage in emergency preparedness.

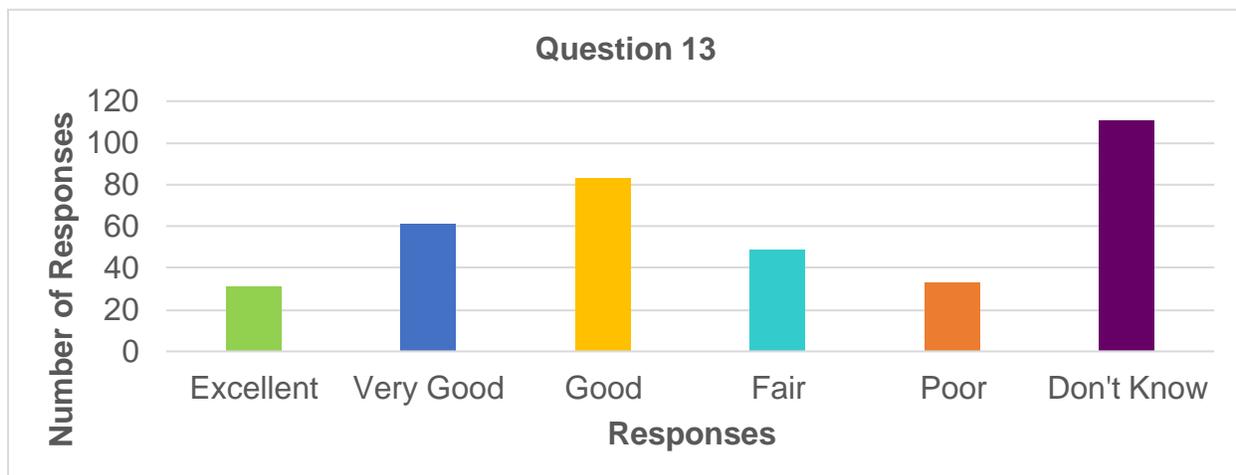


Figure 44: Convenience – delivery of groceries, medicines, and other needs are available and affordable. Rating of convenience factor for services such as grocery delivery, medicine delivery amongst others as well as affordability.

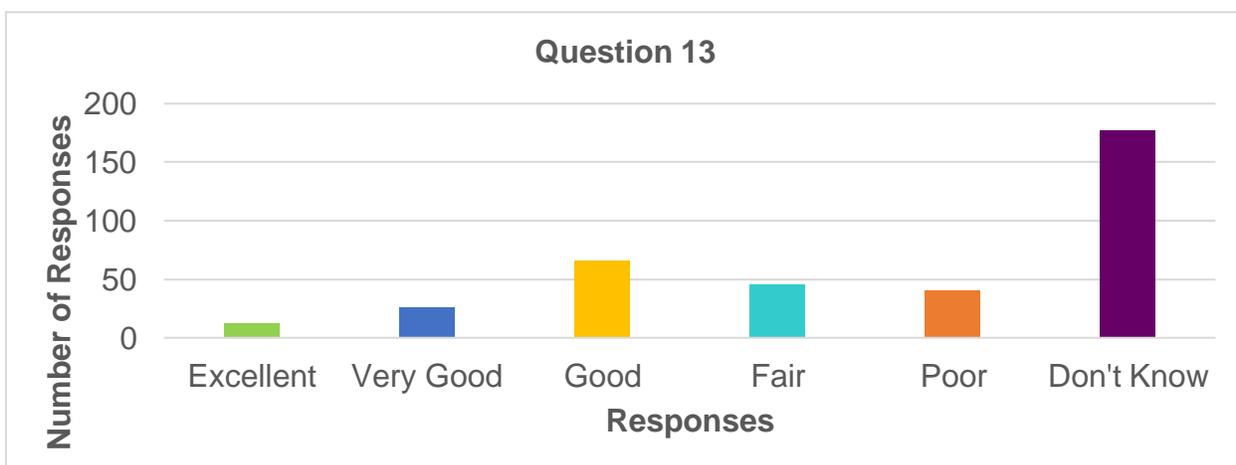


Figure 45: Affordability – financial barriers and costs for support services are minimized. Rating of affordability of support services in the Town of Lincoln.

Summary of Ranking Priorities

A ranking of priorities was conducted to assess domains of an Age-Friendly community that members of the Town of Lincoln community found to be most important for Council members and staff to address (**Figure 46**). Priorities found to be closer to one represents domains of most importance, while domains closer to eight represents least important domains for Town of Lincoln citizens. Social participation was found to be ranked the most important by survey respondents while community support and health services was found to be the least important.

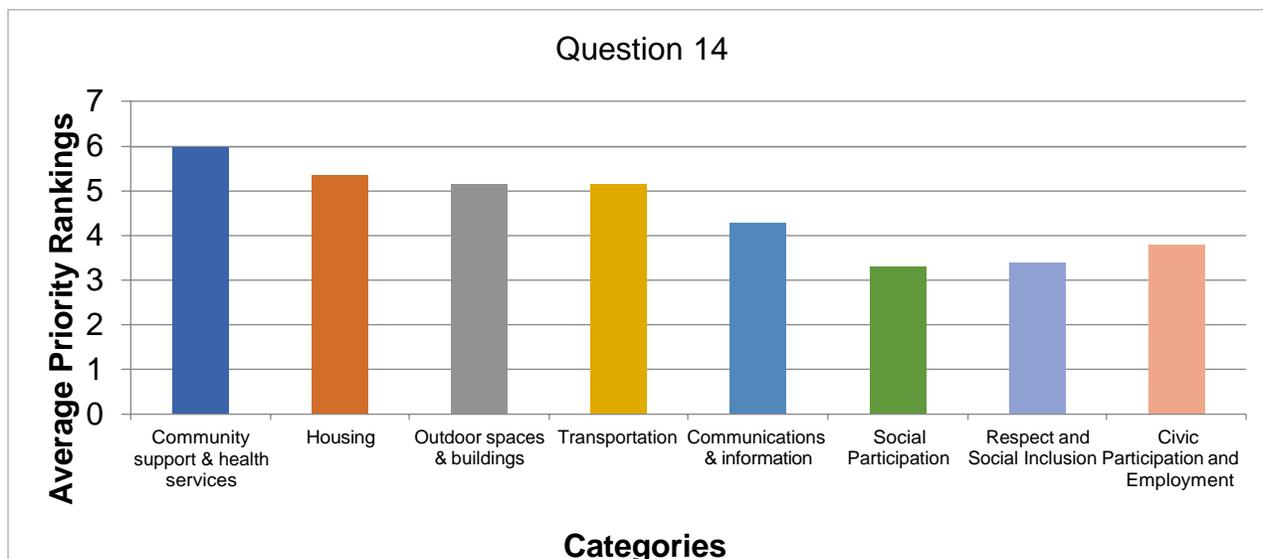


Figure 46: Ranking of priorities that are most important to the citizens of the Town of Lincoln. Average scored were provided for each category based on results from respondents of the survey.

Discussion

Overall, there was positive sentiments among Town of Lincoln residents regarding age-friendliness. The results of the survey have found some areas of concerns that are currently being addressed by the Town of Lincoln through the use of its various master plans. Results of the survey also present the opportunity for growth in addressing residents' concerns through the various recommendations. The most important concerns highlighted for citizens revolved around social participation, respect and social inclusion and civic participation and employment. Other concerns, such as housing, have been forwarded to the appropriate commitments to investigate further and create a solution.

Conclusion

The Town of Lincoln has taken appropriate steps to move towards an age-friendly future through its design of various master plans aimed at addressing the concerns of citizens. The Town has been proactive in giving each member of the community a platform to voice their concerns through numerous engagement methods including this survey. The Age-Friendly Advisory Committee is committed to an age-friendly future through collaboration with the Town of Lincoln and its residents through advocacy and action. This survey represents the first of many steps towards a future centered around age-friendliness within the Town of Lincoln.

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Appendix A – Survey Questions



Introduction

The Town of Lincoln's Age-Friendly Citizen Advisory Committee is seeking your thoughts on the quality of life for you living here in Lincoln. The Committee is striving to make our community a place to belong for all ages.

The Town has undertaken the development of two key master plans (Transportation & Parks, Recreation & Culture) where significant community input was gathered, so this questionnaire is focused on elements of an age-friendly community not addressed in those two master plans.

You must be 12 years of age or older to complete this survey.

We look forward to your input & thank you for taking the time to complete this survey.

The survey closes on Jan. 18, 2020.

Demographics

1. Are you a Lincoln resident?

Yes

No

2. If you are a resident, where do you live?

Beamsville

Campden

Jordan

Vineland

Other (please specify): _____



3. How long have you lived in Lincoln?

Less than a year

1 - 5 years

6 - 10 years

10+ years

4. What is your age group?

12-18 years

19 - 30 years

31 - 44 years

45 - 64 years

64+

5. What gender do you identify with?

Male

Female

Prefer not to say

Other: _____



6. What type of housing are you currently living in? (choose most appropriate)

House or Townhouse

Condominium or Apartment

Living with/in a family member's residence

Retirement Home

Assisted or supported living home

Other (specify): _____

7. How did you find out about this survey?

Town of Lincoln website

Facebook or other social media

Print ad in newspaper

Hard copy at a facility you live or do an activity at

Organization you belong to

Word of Mouth

Other: _____



Age-Friendly Communities' Categories

Instructions:

The following rating system will be used for all questions:

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

After you read each statement/question, please consider locations in Lincoln that the statements could apply to and rate the current state by circling the appropriate rating.

Please feel free to provide any additional comments in the space provided. Please be as specific as possible if providing locations.

Outdoor Spaces and Buildings

The outside environment and public buildings have a major impact on the mobility, independence and quality of life.

Think about the Fleming Centre | Lincoln Centre | Hilary Bald Park (outdoor parks) | trails | Jordan Lions Park (sports parks) | Town Hall

- A. Public buildings - buildings are accessible for individuals with limited mobility (e.g., ramps, elevators, non-slip flooring, railings, washrooms)

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

- B. Parking - there are enough accessible parking spaces

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

- C. Pavement - sidewalks are in good condition and free of obstructions in all seasons

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0



D. Public Areas - well lit

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

E. Green Spaces - well maintained & are safe

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

F. Outdoor Seating - sufficient in number & in good locations

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

G. Pedestrian Crossings – well designed, safe for people with different abilities

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

H. Public toilets/change rooms/nursing rooms – good location, clean, & accessible

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

Comments (if applicable):



Housing

Appropriate housing & support influence the quality of life of individuals.

Think about ownership | rental availability | apartment complexes | emergency housing | assisted living.

A. Affordable housing – sufficient, affordable, safe

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

B. Rental housing – clean, affordable, & well maintained

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

C. Specialized affordable housing – available & affordable

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

D. Emergency or transitional housing – available for all ages & needs

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

E. Home maintenance & support services – sufficient & affordable

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

F. Home modifications – options, supplies, & quality contractors are available & affordable

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

Comments (if applicable):



Respect and Social Inclusion

Feeling respected, recognized and included impact whether an individual will participate in the social, civic, & economic life of the community.

Think about your level of feeling welcome when you are out in the community.

- A. Community activities & events - you are welcomed & feel included at community events, activities and settings

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

- B. Business community - retail and service staff are courteous and helpful to you & you are welcomed

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

- C. Age-appropriate settings – for activities & events that accommodate age-specific needs & preferences

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

- D. School Engagement – schools provide opportunities to learn about ageing & involve or integrate older adults into their school activities

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

- E. Recognized - feel welcomed and valued by the community for my skills/knowledge/experience and for what I have to offer

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0



F. Consultation – a variety of options & age-appropriate opportunities are available to consult on Town initiatives & business

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

Comments (if applicable):

Civic Participation and Employment

Age-friendly communities provide options for citizens to continue to contribute to their community, through paid employment or voluntary work if they so choose, and to be engaged in the political process.

A. Think about volunteer opportunities | paid employment options for all ages

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

B. Volunteer opportunities – available for all ages, different options to be involved (community councils, committees, boards, events)

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

C. Volunteer opportunities – information for opportunities is available, accessible and timely

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

D. Volunteer opportunities – training & transportation are provided

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0



E. Work opportunities – available, flexible & appropriate for youth and older adults

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

Comments (if applicable):

Communication and Information

Staying connected with events & people, and getting timely, practical information to manage life & personal needs is vital to a sense of community.

Think about availability of community information | printed materials | digital access

A. Communication outreach – information is accessible, well distributed throughout the community to reach residents of all ages

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

B. Printed information – large lettering, main ideas are clear & bold

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

C. Telephone and answering services - instructions are slow and clear

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

D. People at risk of social isolation - get information from trusted individuals

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0



E. Computers – wide access in a variety of public locations, at no cost or minimal

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

Comments (if applicable):

Community Support and Health Services

Health and support services are vital to maintaining health and independence in the community.

Think about medical offices | wide range of health professionals | community & regional services (mental health, public health, meals on wheels, etc.) | hospital

A. Staff - most health care providers are aware and sensitive to the unique needs of a wide range of age groups

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

B. Service delivery – coordinated & convenient to arrange

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

C. Information - there is a sufficient amount of information about health services

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

D. Health & community support services – a wide range, high quality, conveniently located

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0



E. Home care services – such as health & personal care, housekeeping

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

F. Emergency preparedness - You have the information you need be prepared to take care of yourself in case of disaster

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

G. Convenience - delivery of groceries, medicines, and other needs are available and affordable

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

H. Affordability – financial barriers & costs for support services are minimized

Excellent	Very Good	Good	Fair	Poor	Don't Know
5	4	3	2	1	0

Comments (if applicable):



Summary

Rank in order of priority the categories you feel are most important for Council & staff to address. 1 being the highest priority to 8 being the lowest.

Category	Ranking (1 being the highest priority, and 8 being the lowest)
Community support & health services	
Outdoor spaces & buildings	
Communications & information	
Respect and Social Inclusion	
Housing	
Transportation	
Civic Participation and Employment	
Social Participation	

Additional comments (if applicable):

Thank you for completing the survey!

Appendix B – Survey Responses

Table 1: Town of Lincoln Resident Response.

Answer Choices	Responses
Yes	440
No	21
Total	461

Table 2: Area of Residence in the Town of Lincoln.

Answer Choices	Responses	Percentage
Beamsville	300	65.08%
Campden	8	1.74%
Jordan	33	7.16%
Vineland	92	19.96%
Other	28	6.07%
Total	461	100%

Table 3: Duration of Residence within the Town of Lincoln.

Answer Choices	Responses
Less than a year	33
1 - 5 years	98
6 - 10 years	54
10+ years	268
Total	453
Skipped	8

Table 4: Age Group of Respondents.

Answer Choices	Responses	Percentage
12-18 years	114	24.73%
19 - 30 years	39	8.46%
31 - 44 years	88	19.09%
45 - 64 years	130	28.20%
64+	90	19.52%
Total	461	100.00%

Table 5: Gender Identification of Respondents.

Answer Choices	Responses	Percentage
Male	193	41.87%
Female	256	55.53%
Prefer not to say	12	2.60%
Other:	0	0.00%
Total	461	100%

Table 6: Type of Housing Occupied by Respondents.

Responses	Number of Responses	Percentage
House or Townhouse	403	87.42%
Condominium or Apartment	20	4.34%
Living with/in a family member's residence	26	5.64%
Retirement home	0	0.00%
Assisted or supported living home	3	0.65%
Other	9	1.95%
Total	461	100%

Table 7: Method of Recruitment for Survey.

Responses	Number of Responses	Percentages
Town of Lincoln website	157	34.06%
Facebook or other social media	114	24.73%
Print ad in newspaper	6	1.30%
Hard copy at a facility you live or do an activity at	29	6.29%
Organization you belong to	18	3.90%
Word of Mouth	18	3.90%
Other (please specify):	119	25.81%
Total	461	100%

Table 8: Public Buildings Rating for Accessibility for Individuals with Limited Mobility.

Response	Number of Responses
Excellent	85
Very Good	125
Good	84
Fair	25
Poor	9
Don't Know	45
Total	373

Table 9: Parking Space Rating by Survey Participants.

Responses	Number of Responses
Excellent	76
Very Good	88
Good	98
Fair	37
Poor	22
Don't Know	53
Total	374

Table 10: Pavement Rating by Survey Participants for Condition.

Responses	Number of Responses
Excellent	40
Very Good	86
Good	116
Fair	63
Poor	49
Don't Know	18
Total	372

Table 11: Public Area Rating for Lighting.

Responses	Number of Responses
Excellent	43
Very Good	118
Good	130
Fair	37
Poor	23
Don't Know	22
Total	373

Table 11: Rating of Green Spaces within the Town of Lincoln.

Responses	Number of Responses
Excellent	55
Very Good	116
Good	103
Fair	44
Poor	19
Don't Know	33
Total	370

Table 12: Rating of Outdoor Seating within the Town of Lincoln Based on Location and Sufficient Amounts Available.

Responses	Number of Responses
Excellent	25
Very Good	62
Good	119
Fair	73
Poor	38
Don't Know	57
Total	374

Table 13: Rating of Pedestrian Crossing Design and Safety.

Responses	Number of Responses
Excellent	36
Very Good	103
Good	106
Fair	55
Poor	40
Don't Know	34
Total	374

Table 14: Rating of Public Toilets/ Change rooms/ Nursing Rooms for Location, Cleanliness and Accessibility.

Responses	Number of Responses
Excellent	29
Very Good	69
Good	98
Fair	57
Poor	40
Don't Know	80
Total	373

Table 15: Affordable Housing Rating in the Town of Lincoln.

Responses	Number of Responses
Excellent	11
Very Good	38
Good	86
Fair	73
Poor	61
Don't Know	100
Total	369

Table 16: Rental Housing in the Town of Lincoln.

Responses	Number of Responses
Excellent	3
Very Good	19
Good	61
Fair	64
Poor	37
Don't Know	187
Total	371

Table 17: Specialized Affordable Housing Rating in the Town of Lincoln.

Responses	Number of Responses
Excellent	2
Very Good	16
Good	41
Fair	52
Poor	47
Don't Know	213
Total	371

Table 18: Emergency or Transitional Housing Rating in the Town of Lincoln.

Responses	Number of Responses
Excellent	7
Very Good	13
Good	38
Fair	46
Poor	41
Don't Know	223
Total	368

Table 19: Home Maintenance and Support Services located in the Town of Lincoln.

Responses	Number of Responses
Excellent	7
Very Good	33
Good	84
Fair	56
Poor	27
Don't Know	163
Total	370

Table 20: Home Renovations Options in the Town of Lincoln.

Responses	Number of Responses
Excellent	13
Very Good	56
Good	109
Fair	58
Poor	31
Don't Know	106
Total	373

Table 21: Community Activities and Events Rating in the Town of Lincoln.

Responses	Number of Responses
Excellent	76
Very Good	131
Good	93
Fair	31
Poor	15
Don't Know	26
Total	372

Table 22: Business Community Rating by Survey Participants.

Responses	Number of Responses
Excellent	75
Very Good	137
Good	98
Fair	33
Poor	5
Don't Know	23
Total	371

Table 23: Age-appropriate Settings for Activities and Events that Accommodate Needs as Ranked by Town of Lincoln Participants.

Responses	Number of Responses
Excellent	52
Very Good	102
Good	112
Fair	44
Poor	18
Don't Know	41
Total	369

Table 24: School Engagement Opportunities as Ranked by Town of Lincoln Residents.

Responses	Number of Responses
Excellent	32
Very Good	55
Good	75
Fair	42
Poor	33
Don't Know	134
Total	371

Table 25: Feelings of Recognition for Skill/Knowledge and Experience in the Community.

Responses	Number of Responses
Excellent	48
Very Good	66
Good	110
Fair	53
Poor	28
Don't Know	66
Total	371

Table 26: Attitudes Towards Consultation on Town Initiatives and Business.

Responses	Number of Responses
Excellent	24
Very Good	68
Good	86
Fair	59
Poor	27
Don't Know	100
Total	364

Table 27: Volunteer Opportunities Available as Rated by Town of Lincoln Residents.

Responses	Number of Responses
Excellent	43
Very Good	100
Good	96
Fair	53
Poor	7
Don't Know	70
Total	369

Table 28: Volunteer Opportunities with Information Available, Accessible and Timely.

Responses	Number of Responses
Excellent	34
Very Good	69
Good	103
Fair	58
Poor	23
Don't Know	81
Total	368

Table 29: Volunteer Opportunities with Training and Transportation Provided.

Responses	Number of Responses
Excellent	17
Very Good	45
Good	66
Fair	47
Poor	33
Don't Know	159
Total	367

Table 30: Work Opportunities Available as Ranked by Town of Lincoln Residents for Youth and Older Adults.

Responses	Number of Responses
Excellent	17
Very Good	42
Good	89
Fair	64
Poor	33
Don't Know	115
Total	360

Table 31: Communication Outreach as Rated by Town of Lincoln Residents.

Responses	Number of Responses
Excellent	29
Very Good	88
Good	109
Fair	60
Poor	37
Don't Know	47
Total	370

Table 32: Availability of Printed Information.

Responses	Number of Responses
Excellent	39
Very Good	71
Good	107
Fair	62
Poor	21
Don't Know	70
Total	370

Table 33: Rating of Telephone and Answering Services in the Town of Lincoln.

Responses	Number of Responses
Excellent	24
Very Good	54
Good	98
Fair	41
Poor	32
Don't Know	116
Total	365

Table 34: Ability to get Information from Trust Individuals for those at risk of Social Isolation.

Responses	Number of Responses
Excellent	13
Very Good	22
Good	63
Fair	45
Poor	29
Don't Know	196
Total	368

Table 35: Access to Computers at Public Location at minimal or no cost.

Responses	Number of Responses
Excellent	36
Very Good	65
Good	104
Fair	49
Poor	23
Don't Know	86
Total	363

Table 36: Rating of Health Care Providers in the Town of Lincoln.

Responses	Number of Responses
Excellent	44
Very Good	106
Good	99
Fair	31
Poor	15
Don't Know	74
Total	369

Table 37: Rating of Service Delivery for Health Care in the Town of Lincoln.

Responses	Number of Responses
Excellent	23
Very Good	76
Good	88
Fair	34
Poor	21
Don't Know	128
Total	370

Table 38: Rating of Information about Health Services in the Town of Lincoln.

Responses	Number of Responses
Excellent	24
Very Good	87
Good	108
Fair	58
Poor	30
Don't Know	61
Total	368

Table 39: Health and Community Support Services as Rated by Town of Lincoln Residents.

Responses	Number of Responses
Excellent	30
Very Good	75
Good	95
Fair	64
Poor	37
Don't Know	69
Total	370

Table 40: Rating of Home Care Services Available.

Responses	Number of Responses
Excellent	14
Very Good	38
Good	71
Fair	39
Poor	33
Don't Know	172
Total	367

Table 41: Emergency Preparedness as Rated by Town of Lincoln Residents.

Responses	Number of Responses
Excellent	33
Very Good	59
Good	94
Fair	55
Poor	63
Don't Know	66
Total	370

Table 42: Convenience of Delivery of Items such as Groceries, Medicines as well as others needs with Affordability Present.

Responses	Number of Responses
Excellent	31
Very Good	61
Good	83
Fair	49
Poor	33
Don't Know	111
Total	368

Table 43: Affordability of Support Services.

Responses	Number of Responses
Excellent	12
Very Good	26
Good	66
Fair	45
Poor	40
Don't Know	177
Total	366

Table 44: Ranking Order of Priority Categories by Town of Lincoln Residents.

	1	2	3	4	5	6	7	8	TOTAL	SCORE
Community support & health services	27.48% 86	20.13% 63	17.25% 54	14.38% 45	8.95% 28	5.11% 16	4.47% 14	2.24% 7	313	5.98
Housing	24.29% 77	19.56% 62	10.73% 34	11.36% 36	8.20% 26	7.89% 25	6.94% 22	11.04% 35	317	5.34
Outdoor spaces & buildings	17.42% 54	12.58% 39	19.35% 60	14.19% 44	13.87% 43	7.10% 22	6.77% 21	8.71% 27	310	5.14
Transportation	14.87% 47	17.09% 54	18.99% 60	15.19% 48	8.86% 28	8.86% 28	7.28% 23	8.86% 28	316	5.14
Communications & information	6.90% 22	11.29% 36	8.15% 26	14.42% 46	21.32% 68	19.12% 61	10.34% 33	8.46% 27	319	4.27
Social Participation	2.52% 8	5.97% 19	7.23% 23	10.69% 34	11.32% 36	22.01% 70	19.18% 61	21.07% 67	318	3.30
Respect and Social Inclusion	4.11% 13	6.01% 19	9.49% 30	8.23% 26	12.34% 39	16.14% 51	25.63% 81	18.04% 57	316	3.40
Civic Participation and Employment	5.59% 18	9.01% 29	9.63% 31	12.11% 39	15.22% 49	13.35% 43	16.46% 53	18.63% 60	322	3.79