

# NIAGARA AGING STRATEGY AND ACTION PLAN

## Community Forum Participant Feedback

**Average Score: 4.5 out of 5**

### Likes

- The use of breakout sessions—it was a great opportunity to bring forward ideas and provided a greater awareness of the community's needs personally
- Moved along very well, well organized
- A lot of valuable information for input
- Highly participatory-good
- Chance for all to contribute in various ways
- Rotating through SWOT was good
- Good overview of process to date and going forward
- Good facilitation
- Great input and engagement
- Excellent job pulling info together in an understandable way
- Exercises were fun, fast paced and engaging
- Occasional humour much appreciated
- Facilities excellent
- Positive upbeat and enthusiastic facilitator
- Highly interactive session
- Great ideas generation and networking
- Organizers and consultants do a fine job—clear presentation that give us confidence in the value of the exercise and in the likelihood of recommendations being important
- Session was interesting-looking forward to the report
- Enjoyed group dynamics and participating
- Well organized—great concept of meeting of minds
- We had an educated and diverse group
- Great job all round
- Dave was a great facilitator
- The breaking into groups was a terrific idea and the input was amazing. Participant feedback was a knowledge gaining opportunity
- Renegade group option excellent idea!
- Free flowing with focus
- Smoothly, professionally, timely run
- Interaction/movement excellent
- Complex project but “simply” set

- Worthwhile
- Excellent organization and timing
- The session was very well handled, timing, info. etc
- I enjoyed the day and learned a lot re: the aging program in Niagara
- I was glad to hear all aspects of future plans for the future
- Excellent schedule, was adhered to
- Very informative
- Well organized--good flow
- Morning session SWOT analysis and visioning exercises beneficial as a starting point for the group reports
- Appeared to be a diverse group
- Open opportunity to provide input without judgment
- A lot of good discussion and points brought forward
- Time used effectively
- I liked the interactive activities (idea sharing, break out groups)
- Glad to see representation from such a diverse group of participants representing local government, service agencies, post secondary schools and general public
- Liked diverse representation, diverse perception/options, liked the 3 target group profiles, the process of structuring participant input
- Excellent representation from across Niagara – agencies, age groups, interests
- Well organized, well facilitated
- Good exchange of ideas
- Group work/ hands on info collecting; helped pull ideas from all aspects of the community so everyone felt they have been 'heard'
- Great maintenance of the day's timeline to ensure the day 'flowed'—well appreciated
- Great facilitation
- The day was wonderful, full of great information, sometimes quite demanding
- Gives me hope
- Thanks to Dave and Deb. Well organized from near and far. Respectful and stimulation.
- SWOT/vision/idea generation was very good
- Session well organized also good use of humour by leaders, great facilitating
- Very organized. Length of time with break outs perfect. Covered a lot of ground relative to seniors' issues. Enough important area of issues to work on
- Enthusiasm, lots of individual participation, wonderful ideas
- Well organized, good presentations
- Adequate food
- Good hand out material
- Good location/parking etc

- Clear timetable of what happened before, now and future
- Fine group of thoughtful participants
- Liked exercises and participation

### **Dislikes**

- Group reports needed to be brief! Too much detail! Five or six key points rather than speeches
- More diversity for input would be helpful ( groups identified by "diversity" group)
- Activities were good but I feel more time allowed more ideas could have been generated –though downside could also have led to increased debate and less productivity
- My fear -all this goes nowhere because there is no economic plan and no government interest in any improvement of the existing condition
- No vegetarian food at lunch
- Last part→ the group reports, people should have told to “pick your top 2 and then sit down and shut up!”
- 9:30 session too long-read it in an e-mail before they show up
- Closing remarks –keep it short and relevant
- A little too long overall we lost participants in the pm
- Emphasis on service providers and professionals. Felt more input needed from ‘just plain seniors’—essentially more bottom up input would provide more ‘meat’ and less motherhood type generalizations. I feel a need for more middle and low level strategy—high level generalizations seem the same regardless of subject of study or community studied
- Too long at end of day
- Afternoon break out groups were difficult at times due to breadth of expectations of what to accomplish. I’m not sure that all relevant info was captured.
- Found the day a bit long and also we lost a lot of people in afternoon, no suggested solution to this, merely an observation—thanks
- Lunch—should have vegetarian options
- Vegetarian and gluten free food options missing
- Participants all white, little diversity visible
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### **Advice-Comments**

- How much data do we need? High level data has been captured over and over the last few years
- Should be publicized better. Anxious to hear about the discussion paper
- Further information on line with requirements—some repetitions

- Preaching to the converted so perhaps some ideas on how to make changes and move forward—seems most know the issues but how to implement and evaluate solutions is important
- Historically the Niagara Region has had a proactive approach to addressing a variety of social problems and goals. We must pressure service levels of government to financially support these initiatives. In the long run this will be more cost effective and create a better climate for investments than further tax cuts
- Looking forward to the report
- May be beneficial for attendees to have business card table
- Eye opening on the differences of priorities between attendees
- Health Care (WRAPVP) deviated from initial concerns for instance Accessibility to Regional Care also involved lack of access to Rehab and Hospice in South Niagara as well as families being shifted from chronic care away from their families and loved ones
- Sustainability did not include raising taxes to provide needed changes they only recommended restructuring
- Plan needs to support the spectrum of target groups and resist tendency to focus one over the other
- I liked the community engagement but hope the planning implementation is based on programs that have been evaluated to be effective i.e. “Hospital Elder Life Program” developed by Dr. S. Inouye at Yale has been proven to be effective in reducing delirium and reduces the cost of acute care. Adopted in Hamilton Health Sciences. Evidence re exercise and cognition—use of toolkits—Elder friendly Envir. Assessment
- People should leave their egos parked outside the session. It is a sharing process.
- Many issues apply to all segments regardless of age
- Key issue is an economic strategy
- Perhaps in the future it may be of benefit to group people with like abilities to meet as groups i.e. (Health Care Providers, elected officials, business leaders, and educators).
- Outcome I believe will result in a report and recommendations that will make Niagara more Age Friendly and better coordinated service
- Keep report backs crisp and short
- We tend to talk about some issues for years but without money and leadership we will not accomplish change. Changing too quickly and too many things at once will be confusing. Use WIIFM for seniors—not what you think they want
- Education fitness and nutrition, government subsidies for staying healthy at home, overhaul and subsidize transportation system

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