



**Age-Friendly
Needs Assessment
Surveys Report
City of Thorold
Fall 2016**

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Executive Summary

The City of Thorold Age-Friendly Committee has been working since March 2016 to implement a community-wide needs assessment for the aging population. Currently, the demographic of adults over the age of 65 is projected to grow from 15% to 25% of the global population by 2036. In response to the aging population, the World Health Organization [WHO] implemented an Age-Friendly Initiative to address the needs of older adults. Eight pillars were developed to ensure older adults can age actively within their communities; these include: transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, community support and health services, outdoor spaces and buildings.

The goal of this report is to provide the Thorold City Council with the direct feedback from the members within its community. Needs assessment surveys were distributed across Thorold to community members over the age of 55 and to businesses and service providers. There were a total of 316 respondents collectively; 265 older adults (55+) and 51 business and service providers. Survey results were divided into the following geographical locations, Thorold Proper, Thorold South, Port Robinson, Allanburg, and St. Johns.

The public participation feedback identifies gaps and areas for improvement throughout the community. The areas that need to be addressed are ranked in priority from highest to lowest:

- Housing
- Health Services and Community Support
- Transportation
- Communication and Information
- Social and Civic Participation/Recreation
- Public and Outdoor Spaces/Buildings

The findings from Thorold's needs assessment surveys provide a foundation to develop a Thorold Aging Strategy and Action Plan to promote an Age-Friendly community for all ages and abilities.

Introduction and Purpose

In 2006, the World Health Organization [WHO] founded the Age-Friendly Initiative as a response to the rapidly aging population. The goal of this initiative is to create communities where older adults can live in security and maintain their health while aging actively within their communities. The WHO recognizes eight pillars for creating an Age-Friendly community which are:

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

The purpose of establishing this report is to illustrate the gaps and opportunities for making Thorold a more Age-Friendly community, as identified through the responses and suggestions from the surveys. These findings will form the basis of the Thorold Aging Strategy and Action Plan for Thorold City Council's consideration to improve the quality of life for older adults living within the community.

Background and Demographics

The population of older adults is rapidly increasing worldwide, justifying the need to improve Age-Friendly communities everywhere. Currently, 15% of the global population includes adults over the age of 65 and it is estimated that this percentage will increase to 25% by the year 2036. This means 1 in 4 individuals will be over the age of 65, which will outnumber the population of children less than 14 years of age.

Thorold has a population of approximately 18,000, with 5050 or 28% of the population being over the age of 55, and 2735 or 15% being over the age of 65. (Statistics Canada, Census of Population 2011). The proportion of the Niagara Region population aged 55 years and older is projected to increase from 27% in 2006 to 36% in 2031.

Methodology

Two methods were used to collect data through community participation. These methods included two surveys and one focus group. One survey was distributed to businesses, health and service providers or caregivers assisting older adults (55+) living in Thorold, and the second survey was distributed to older adults (55+) living in Thorold. The focus group on June 22nd, 2016 was led by Doug Rapelje and Dominic Ventresca, champions of the Niagara Aging Strategy and Action Plan. The focus group discussion consisted of collaboration with community members to identify strategies and goals that will improve the age-friendliness and quality of living within Thorold.

Survey Method

The two surveys were distributed and collected between May and October 2016. Surveys could be downloaded online for completion through the City of Thorold website. Hardcopies were available for pick up and drop off at the Thorold City Hall, Thorold Public Library, Port Robinson Post Office, Ontario Paper Thorold's Senior Centre, Thorold Community Credit Union, Thorold Community Activities Group, Henderson's Pharmacy, local churches, Club Capri and Club Castropignano. The surveys focused on six elements of living within Thorold, consisting of:

- Public and Outdoor Spaces/Buildings
- Transportation
- Housing
- Social and Civic Participation/Recreation
- Communications and Information
- Health Services and Community Support

Questions were formatted using open-ended, close-ended, and Likert-type Scale ranking. Two response scales were used, a four-point Likert Scale including selection choices of 'agree', 'partially agree', 'disagree', and 'not sure'; the second was a five-point Likert-type scale including selection choices of 'excellent', 'good', 'fair', 'poor', and 'not applicable'.

The results of the surveys were tallied in tables, then graphs were created using Excel to represent the data.

Summary of Recommendations

Respondents provided suggestions and comments through the surveys identifying ways to enhance the City as an Age-Friendly community. The following list is a summary of the key themes that emerged from the suggestions:

Public & Outdoor Spaces/Building in Thorold

- Sidewalks need to remain clear of debris, ice, and snow
- Better snow removal required from roads, sidewalks, ramps and around bus shelter
- Existing sidewalks are in need of repair and leveling of the surface
- Better lighting in general

Transportation in Thorold

- More parking availability, including an increase in accessible parking
- Better public transit routes, stops, and schedules within Thorold and throughout the region
- Improve the state of the road ways and repair potholes

Housing in Thorold

- Provide more senior housing that is affordable, subsidized and accessible
- Provide more retirement home and assisted living options
- Student housing concerns

Social and Civic Participation/Recreation in Thorold

- Increase activities at the Senior Centre
- Host more events throughout the community
- Establish a Recreation/Community Centre for all ages

Communication and Information in Thorold

- More classes on internet, computer usage and social media
- Better delivery of information via newspaper, City of Thorold website and advertising

Health Services and Community Support in Thorold

- Bring back various services in Thorold, such as Service Ontario, blood lab/x-ray clinic, medical clinic, and an after-hours clinic open on weekends and evenings
- Bring back businesses and retail facilities to Thorold, such as grocery stores, LCBO, a hardware store, and banks



Survey Results



Survey #1
Results from Businesses,
Health and Service
Providers or Caregivers

Survey #1

Businesses, Health and Service Providers or Caregivers Assisting Older Adults (55+) Living in the City of Thorold

Who Responded?

Fifty-one businesses and service providers responded, of these, 42 (82%) respondents identified as business providers, 5 (10%) as health providers, and 4 (8%) as service providers. Caregivers were classified under the business provider category to maintain confidentiality and anonymity as only one caregiver completed the survey. In regards to services provided, the majority of respondents self-identified as being a retailer/business (73%) and health service providers (18%) (Table 1). They provided services mainly to older adults aged 55 to 80 (Table 2).

Table 1: What Best Describes the Services you are Providing?

Question 3	
Self-Identified: Services Provided	Total: Number/Percent
Retailer/Business	37 (73%)
Government	1 (2%)
Retirement Home	4 (8%)
Recreation	3 (6%)
Caregiver	2 (4%)
Health Care	9 (18%)
Social Services	2 (4%)
Educational Institution	1 (2%)
Independent Service Provider	2 (4%)
Other	2 (4%)

* Note: Respondents checked all that apply, thus the total is more than 100%.

Table 2: Age Groups Served

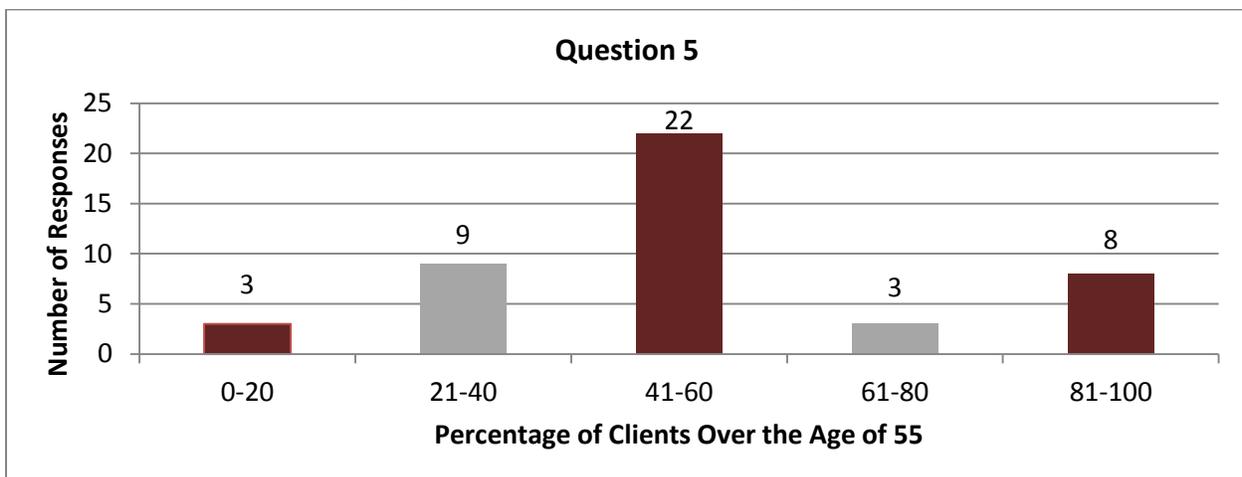
Question 1	
Age Category	Number/Percent Served
55-59	45 (88%)
60-64	44 (86%)
65-70	43 (84%)
71-75	42 (82%)
76-80	41 (80%)
81-85	38 (75%)
86-90	34 (67%)
91-95	33 (65%)
96+	25 (49%)

* Note: Respondents checked all that apply, thus the total is more than 100%

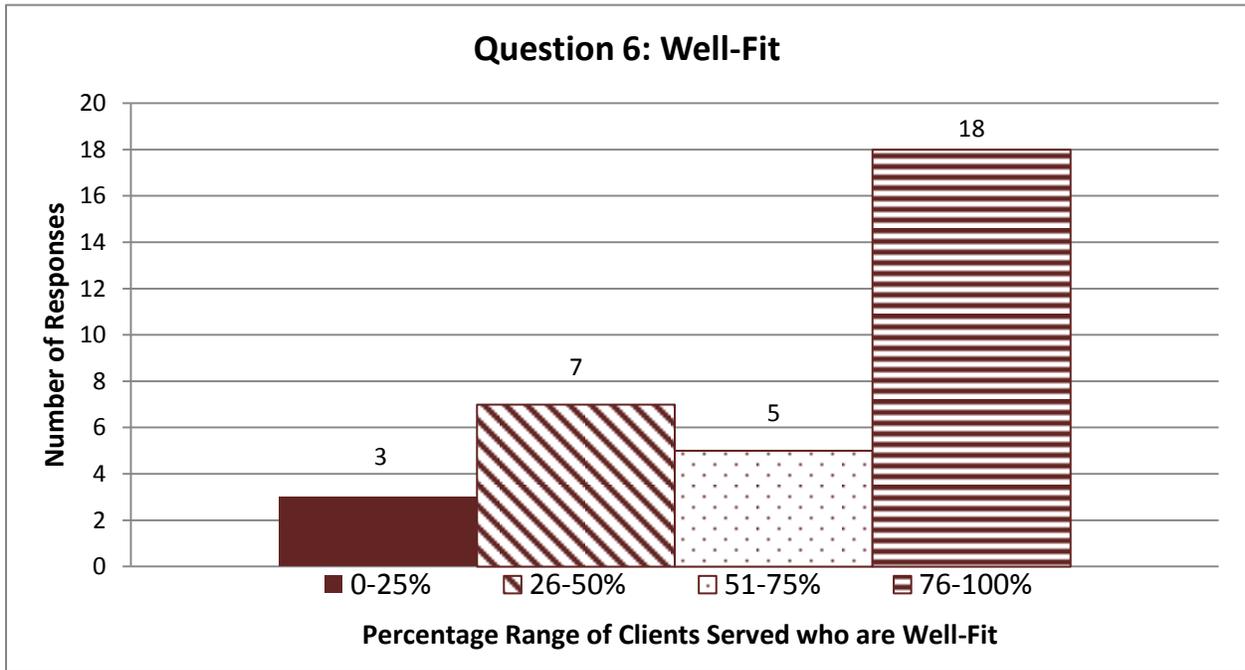
The Clients

The majority (49%) of respondents stated that, 41% to 60% of their client base is over the age of 55 (graph 1). Based on the respondent’s perceptions, most of their clientele were “well-fit”, where only few required “some-support for activities of daily living”, or “24-hour support” (graphs 2, 3, and 4).

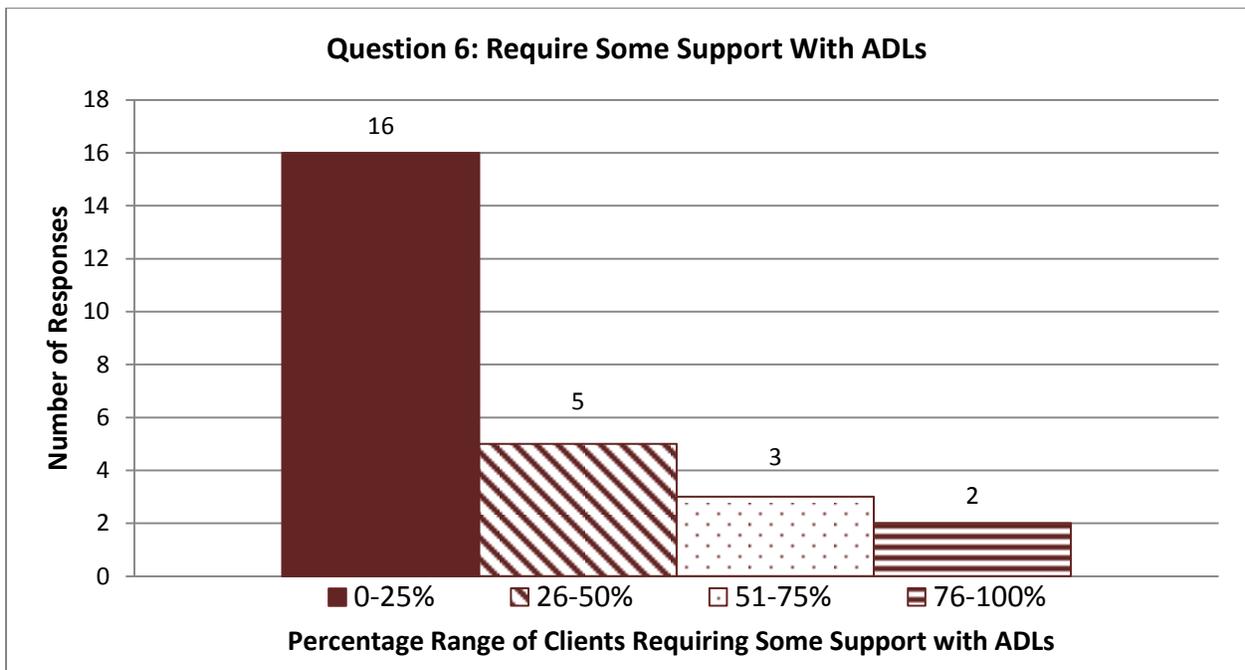
Graph 1: What Percentage of Your Clients are Aged 55 or Older?



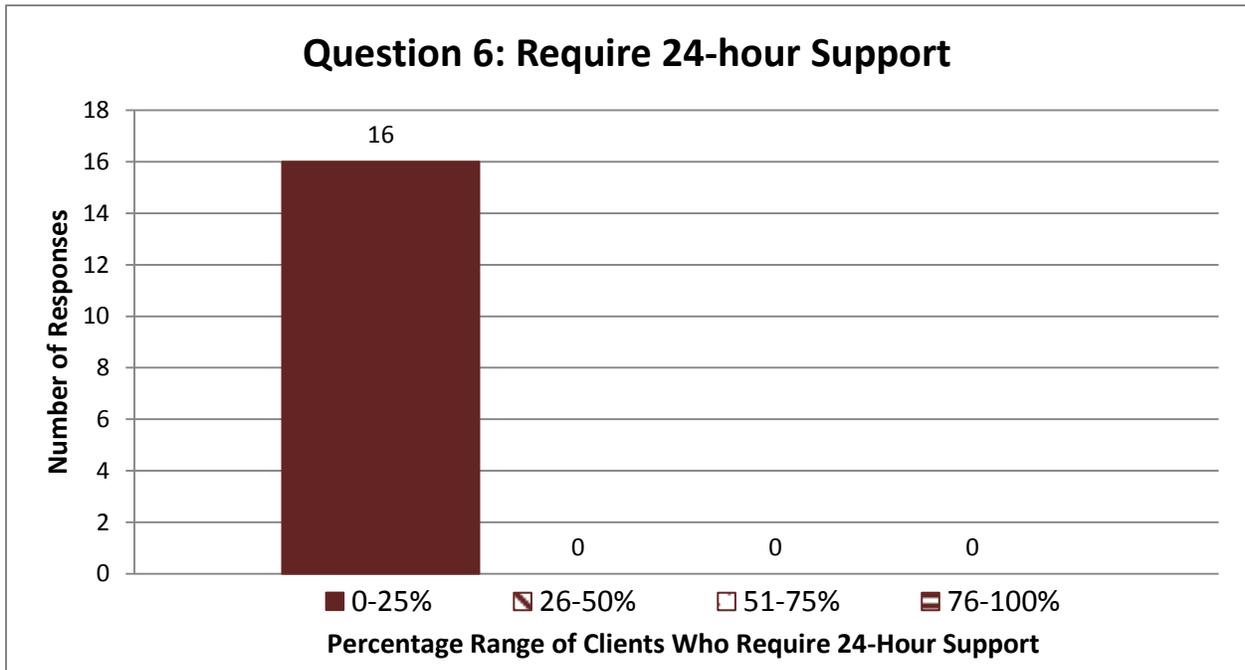
Graph 2: Percentage of Clients Aged 55+ Who Fall Within the 'Well-Fit' Category



Graph 3: Percentage of Clients Aged 55+ Who Require Some Support with Activities of Daily Living (ADLs)



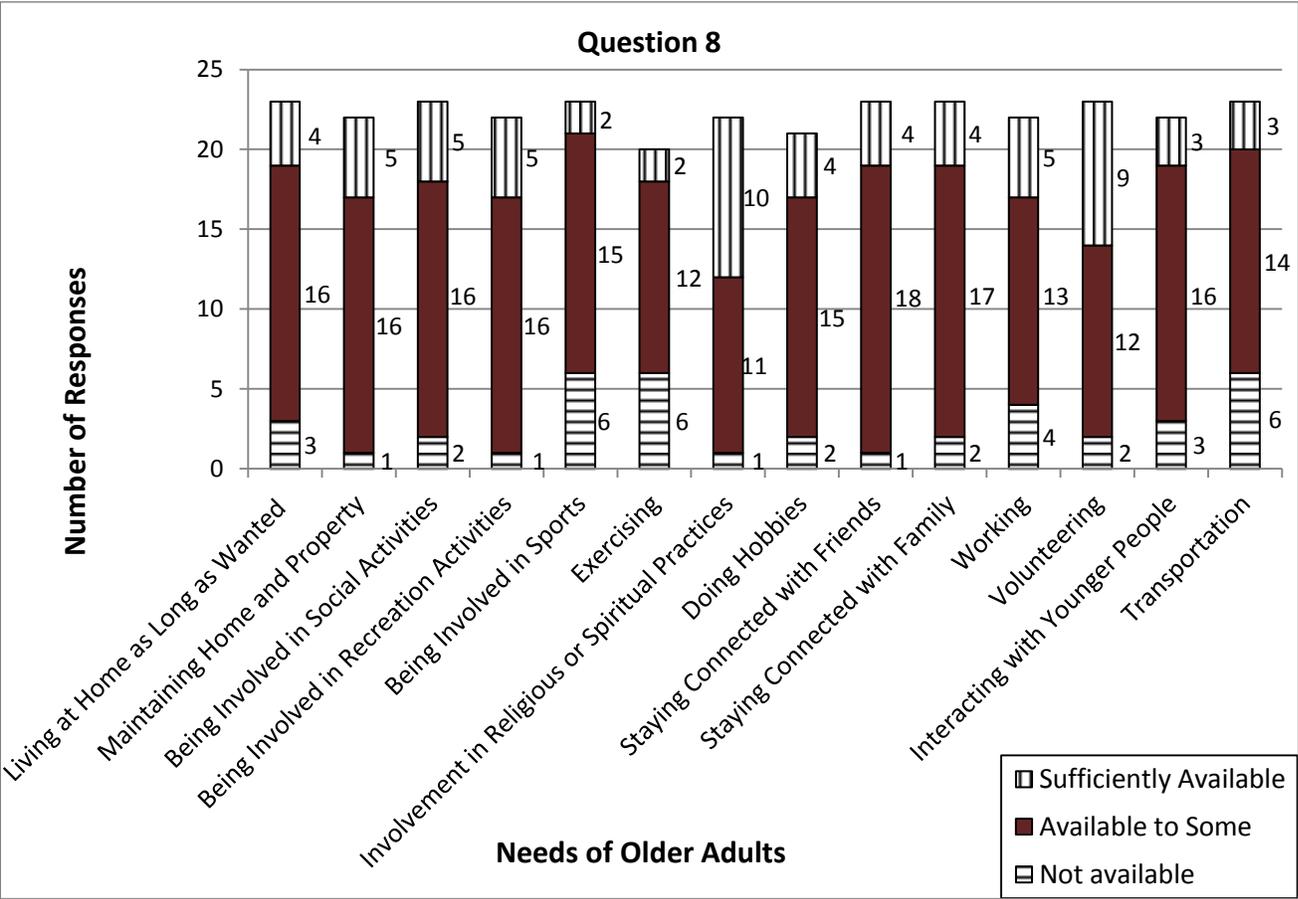
Graph 4: Percentage of Clients Aged 55+ Who Require 24-hour Support



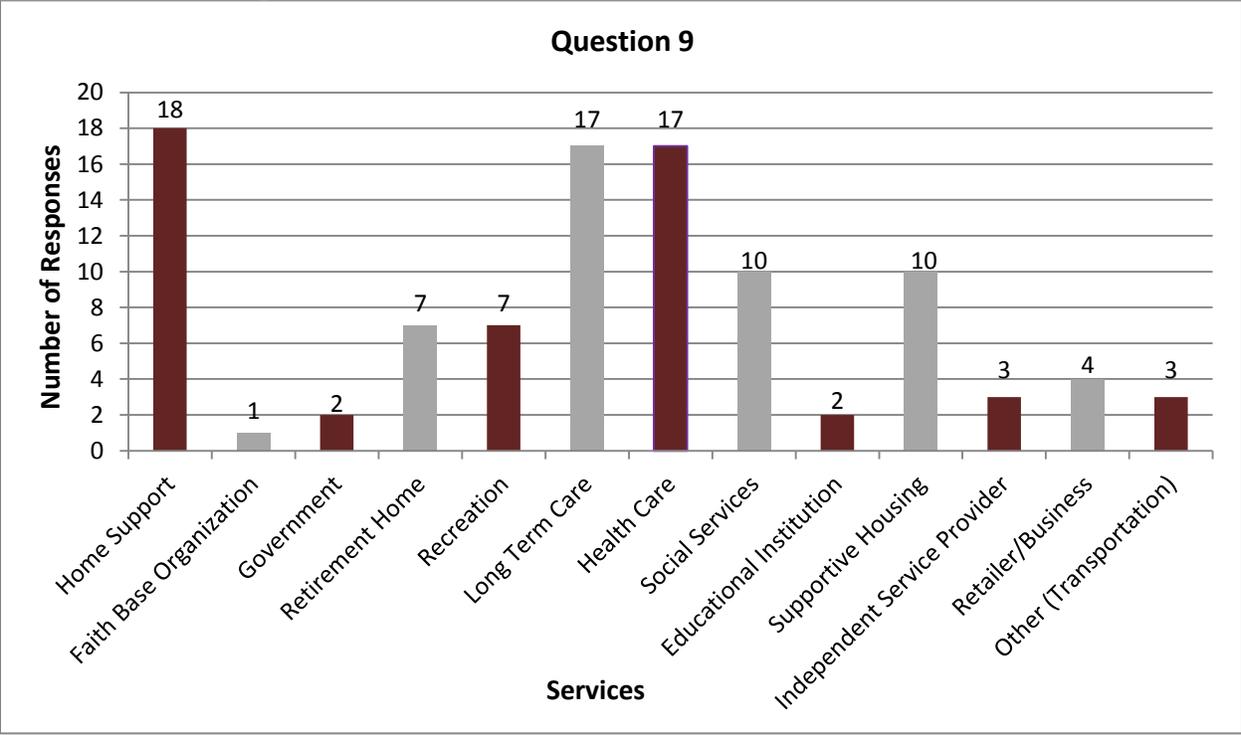
Client Needs

Respondents provided their comments on the extent to which the needs of older adults are being met, and what they believe to be the greatest needs or gaps for this population. Graph 5 illustrates the extent that needs are being met at each level of availability. Within the graph, the totals relating to the extent of availability are displayed to the right of each column section and are labelled in the legend. The results identify that transportation, exercise, and involvement in sports are most frequently identified as unavailable services for older adults. However, there is adequate availability for volunteer opportunities and the involvement in religious or spiritual practices. According to respondents, the three greatest needs and gaps for older adults included: home support, long-term care, and health care. The three best met needs included: faith based organizations, government, and educational institutions (graph 6).

Graph 5: To What Extent are Needs of Older Adults in Thorold Met Related to Each of the Following?



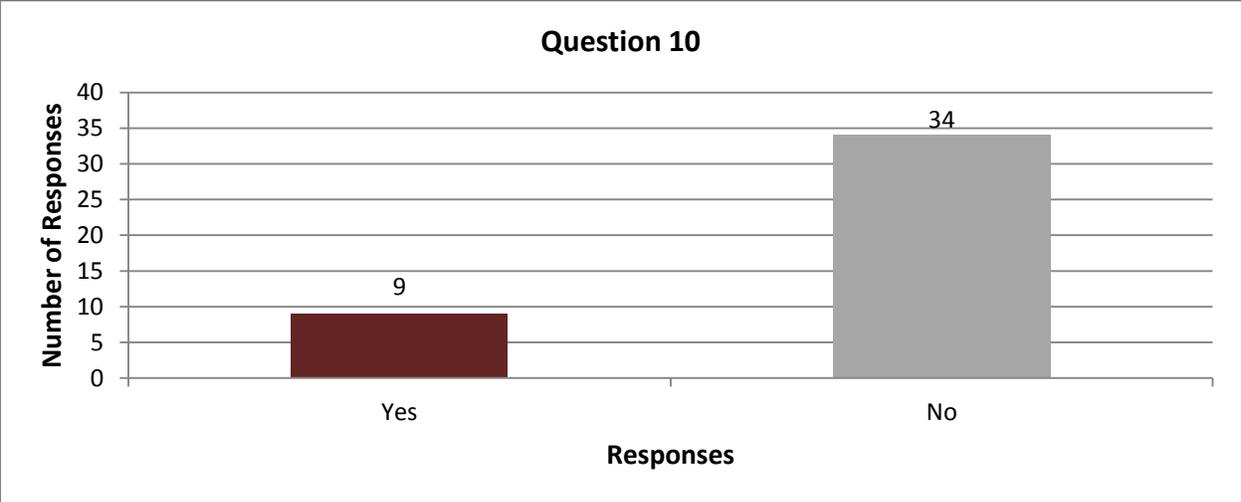
Graph 6: What are the Three Greatest Needs or Gaps in Service for Older People?



Wait List

Seventy-nine percent (n=34) of businesses do not have a wait list for clients to access their services/activities (graph 7).

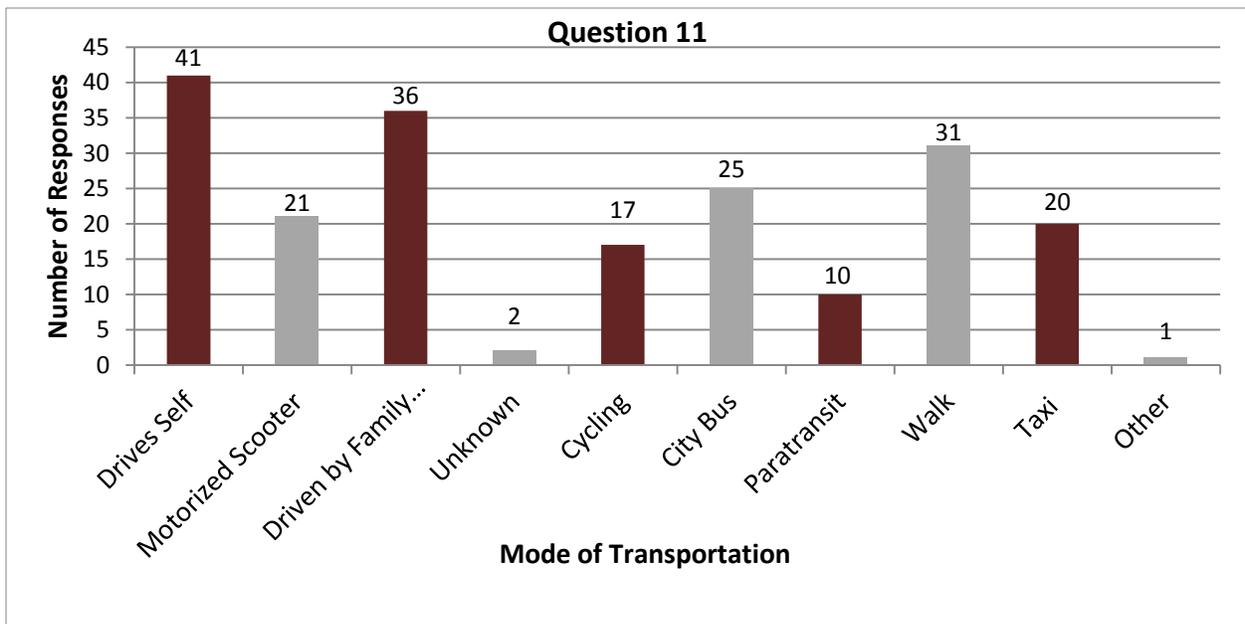
Graph 7: Do you have a Waiting List for any of your Services or Activities?



Transportation

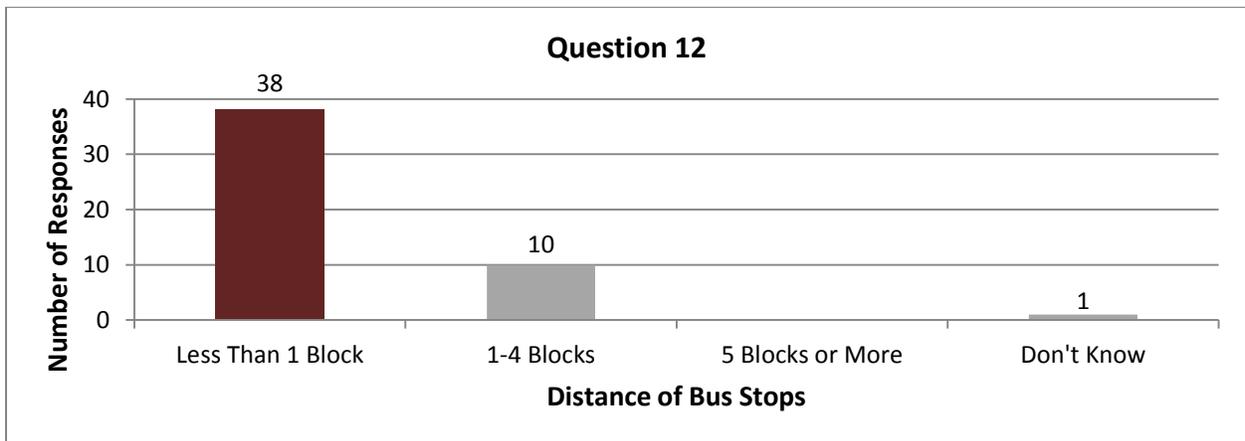
The respondents identified several different methods of transportation used by their clients. The most popular transportation methods include: 'drive self', 'driven by family member or friend', and 'walking' (graph 8). In regards to public transportation services, 78% (n=38) of respondents' businesses are less than one block away from the nearest bus stop and 20% (n=10) are within 1 to 4 blocks (graph 9).

Graph 8: Which of the Following Modes of Transportation do your Clients Use?



* Note: Respondents checked all that apply

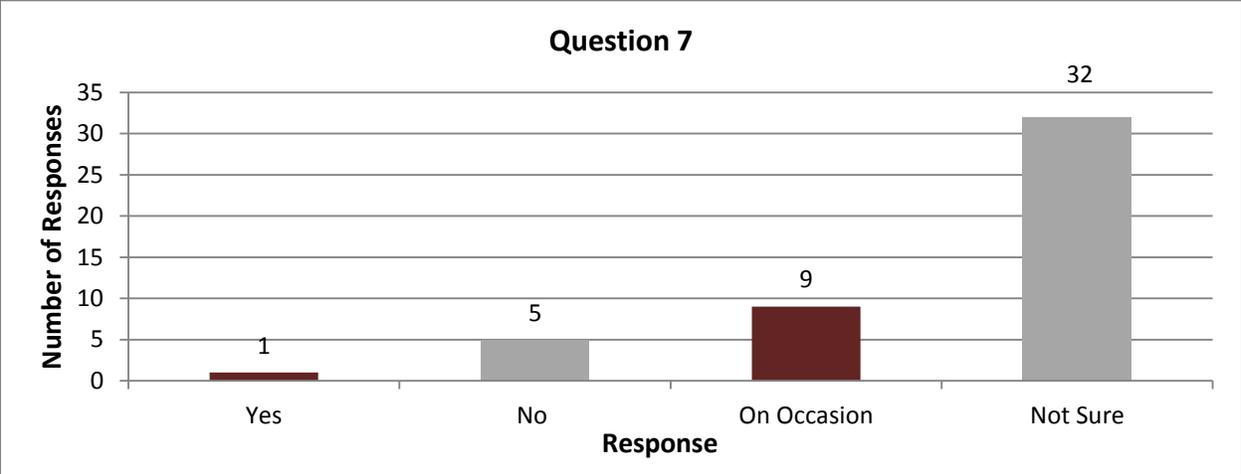
Graph 9: The Closest Bus Stop to my Business is:



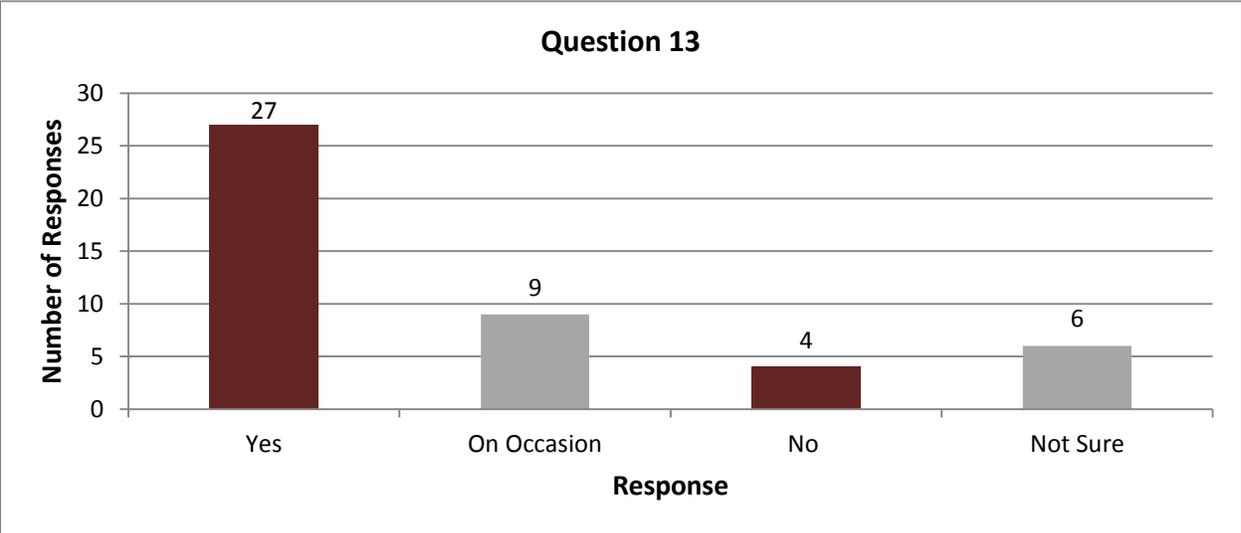
Business Partnerships and Collaboration

Nineteen percent (n=9) of the respondents who answered a question about business partnerships and collaboration efforts, believed that the business community, health service providers, and various level of government work in partnership to maximize benefits to Thorold’s aging population on occasion (graph 10). In regards to sending and receiving referrals for clients, 59% (n=27) stated they refer clients to other service providers and 57% (n=26) receive referrals for clients from other service providers (graph 11 and 12).

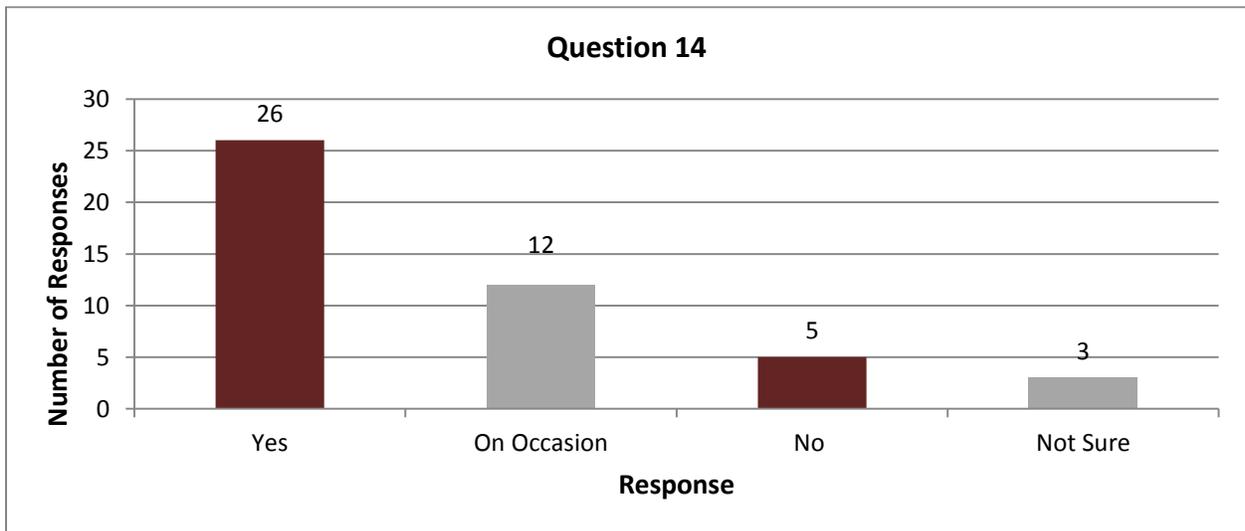
Graph 10: Does the Business Community and Various Level of Government Work in Partnership to Maximize Benefits to Thorold’s Aging Population?



Graph 11: Do you Refer Clients to Other Service Providers?



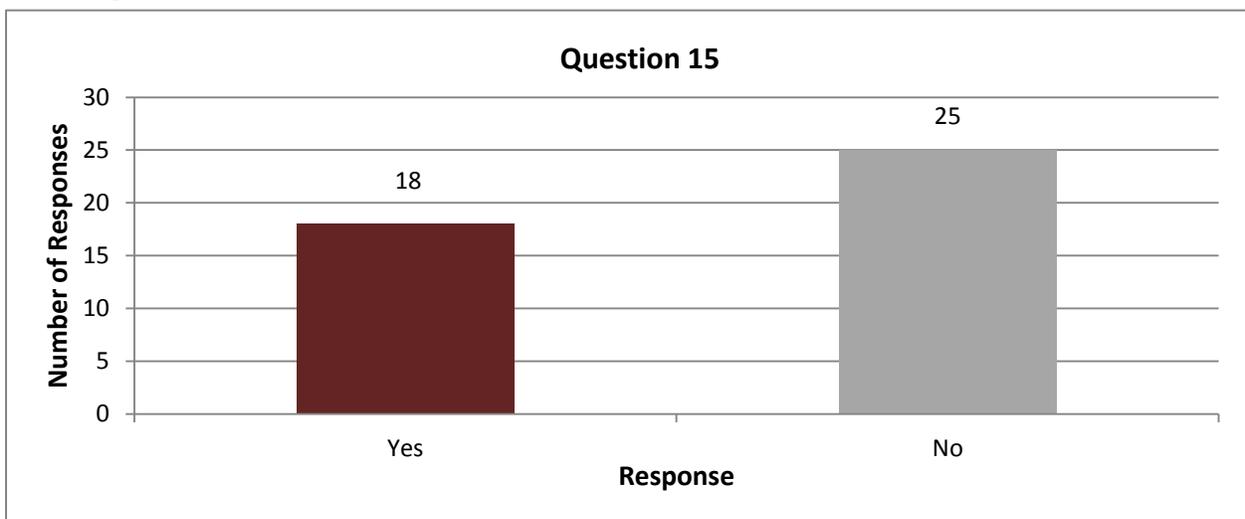
Graph 12: Do you Receive Referrals of Clients from Other Service Providers?



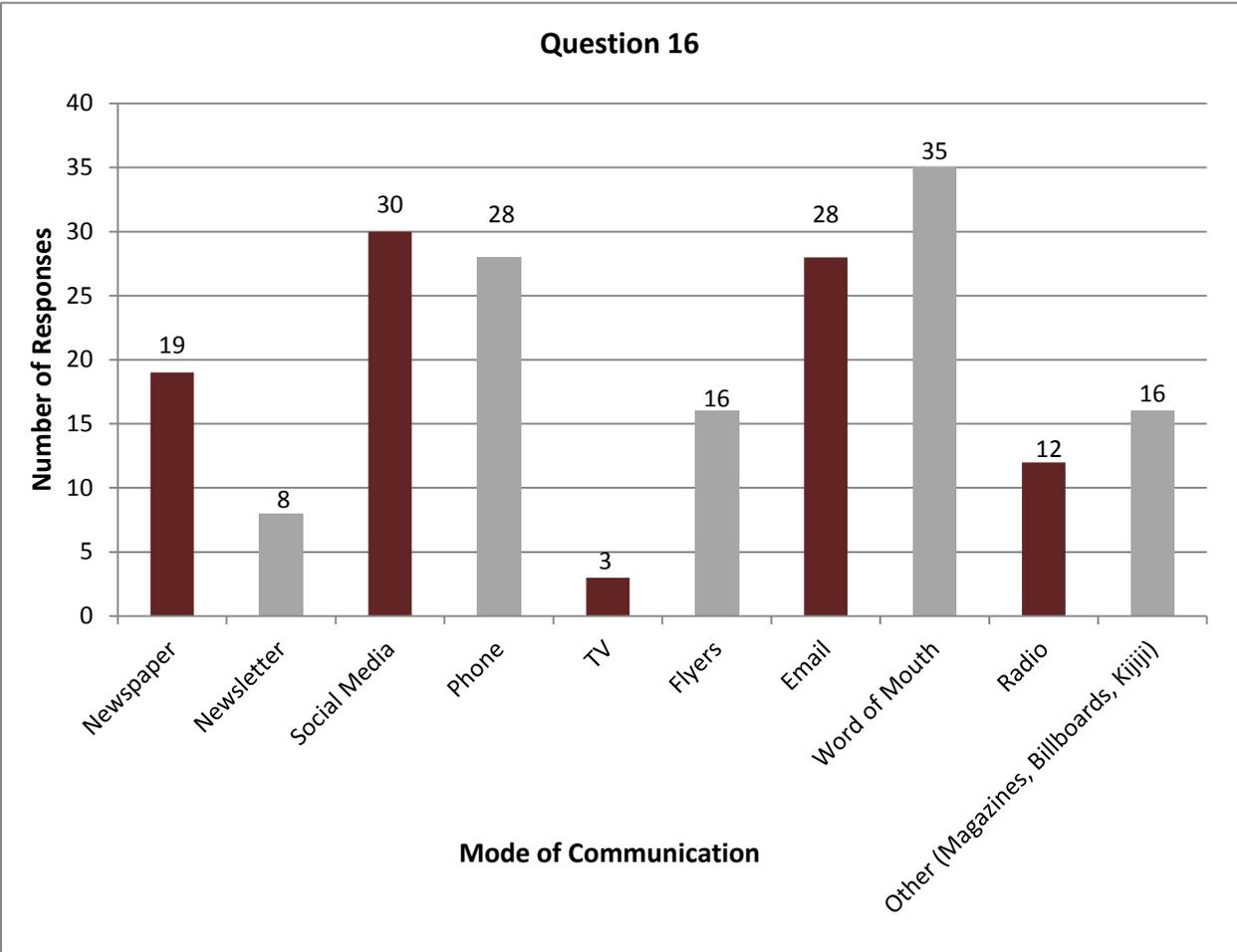
Senior Participation and Communication

Fifty-eight percent (n=25) of business organizations do not offer opportunities for older adults to participate (graph 13). The most common form of communicating with clients was 'word of mouth', 'social media', 'phone', and 'email' (graph 14).

Graph 13: Does your Organization Offer Opportunities for Seniors to Participate?



Graph 14: How do you Communicate with your Clients?



* Note: Respondents checked all that apply



Survey #2
Results from
Older Adults (55+)

Survey #2

Older Adults (55+) Living in the City of Thorold

Who Responded?

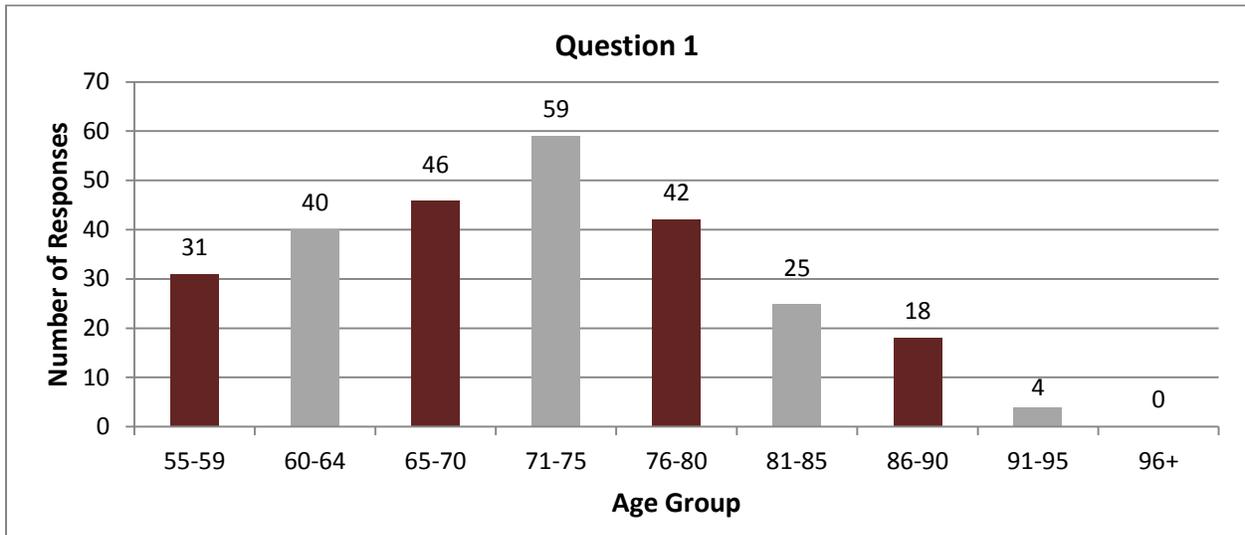
The total number of surveys completed was 316. Of the surveys, 265 were completed by older adults (55+) living in Thorold. Thorold was separated into four geographical areas to enhance the representation of the smaller communities. These areas are:

- Thorold Proper (n = 215)
- Thorold South (n = 21)
- Port Robinson (n = 17)
- Allanburg and St. Johns (n = 12)

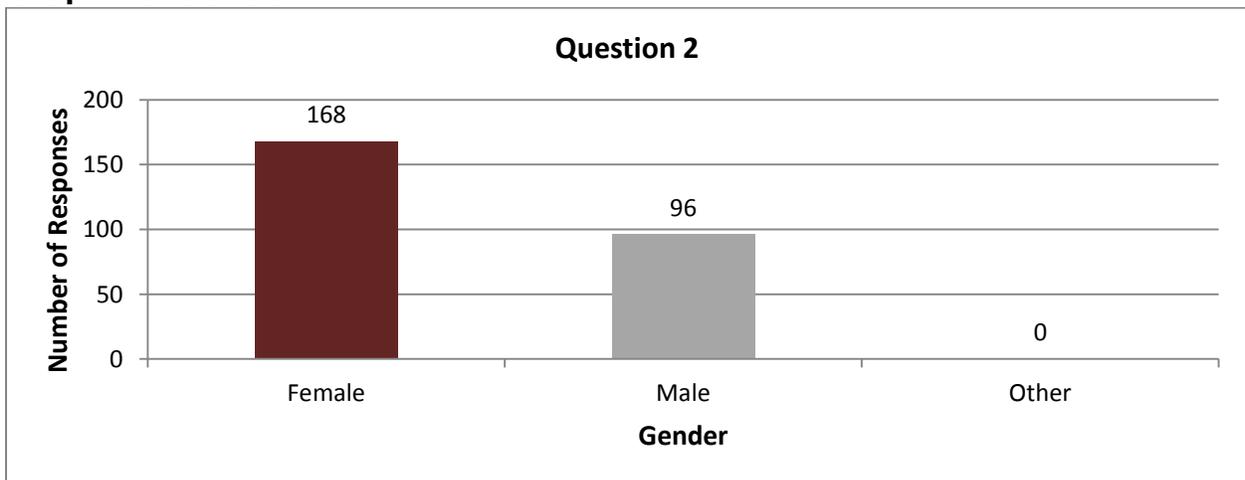
Due to limited response rates from Allanburg (n = 10) and St. Johns (n = 2), these communities were grouped together in order to maintain confidentiality and anonymity of respondents.

Of the 265 older adults who responded to the survey, the largest group of respondents were in the 71-75 year age group, represented by 22% (n=59) of the total respondents. However, the overall bulk of respondents, were between the age of 60-80, representing a total of 75% (n=187) (graph 15). Females constituted 64% (n=168) of respondents, and males constituted the remaining 36% (n=96) (graph 16). Most of the respondents were married (n=147, 56%) followed by 27% (n=71) who were widowed, and lastly 16% (n=43) who were single/divorced (graph 17). In regards to the respondents' physical well-being, 67% (n=175) self-identified as being well-fit as presented in graph 18.

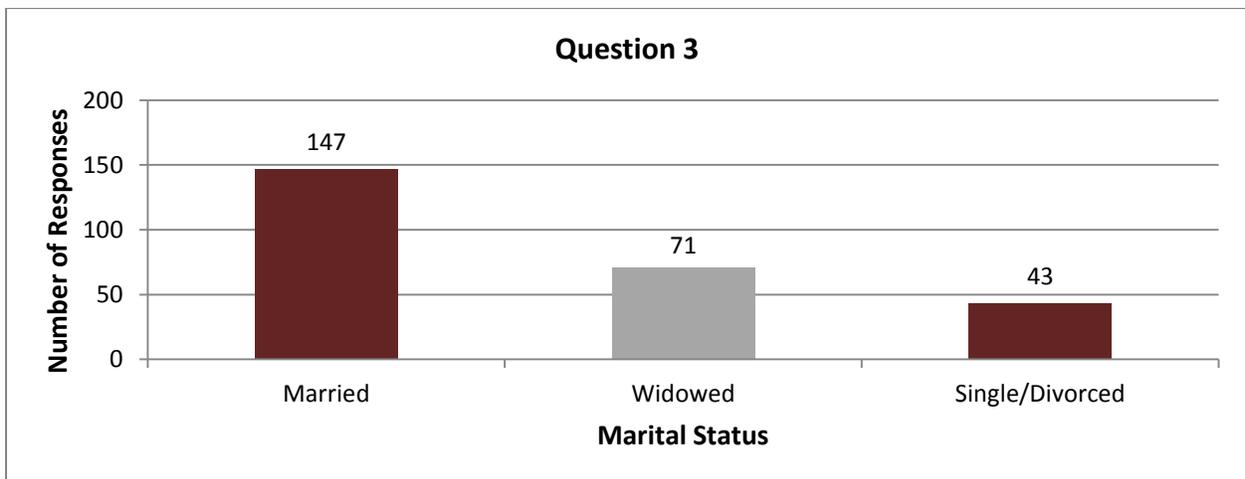
Graph 15: Age



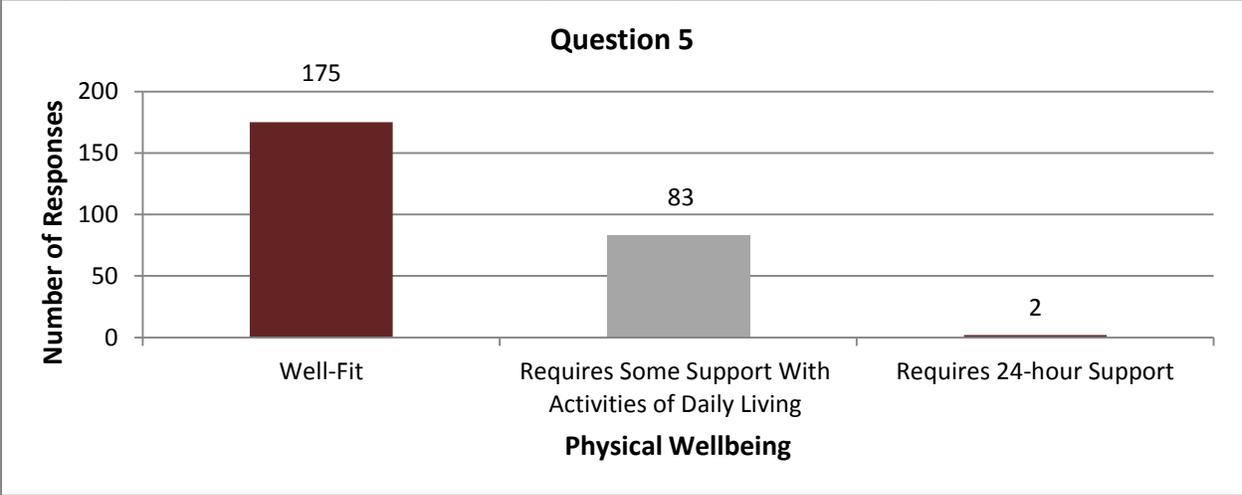
Graph 16: Gender



Graph 17: Marital Status



Graph 18: Which Best Describes your Physical Wellbeing?



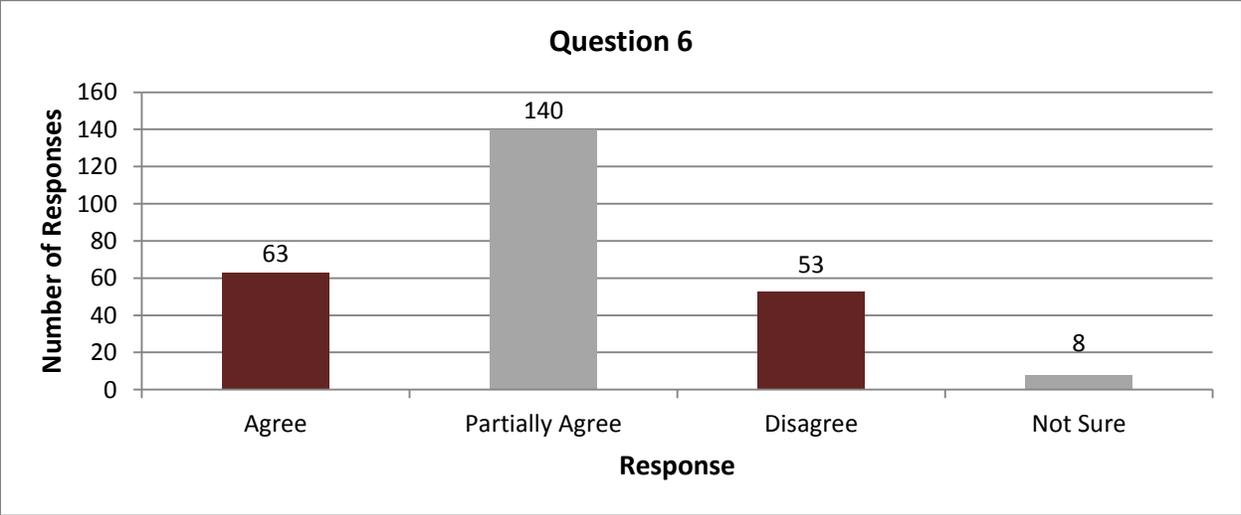


Public and Outdoor Spaces/Buildings in Thorold

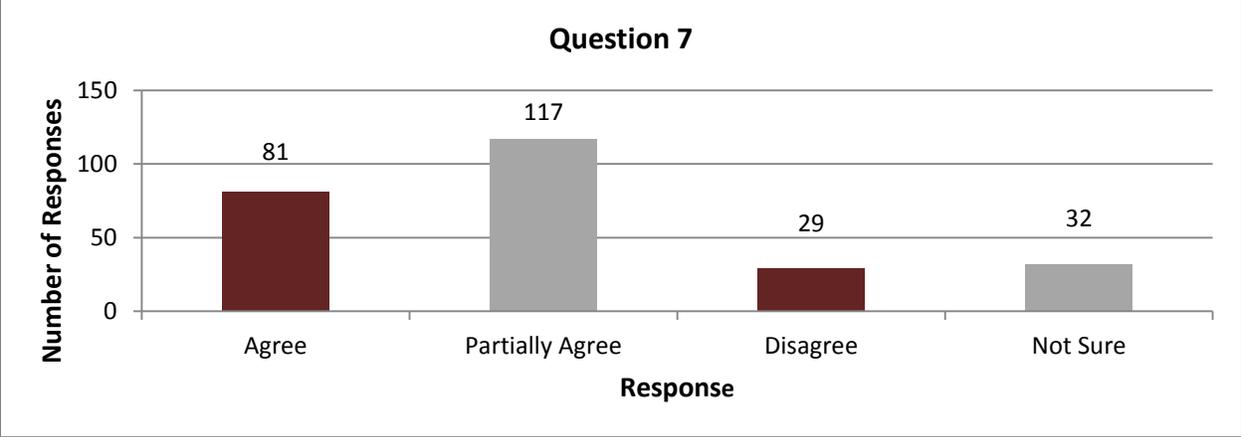
Public and Outdoor Spaces/ Buildings in Thorold

Regarding the maintenance and lighting of walking areas in Thorold, the respondents are divided on whether or not these areas are adequately free from obstruction, clear of snow and ice, and well lit (graphs 19 and 20). Meanwhile, respondents believe there is inadequate seating in Thorold South, Port Robinson, Allanburg and St. Johns. Whereas, in Thorold Proper, respondents are split between partially agree and disagree, recognizing the need for improvement, as seen in the geographically separated graphs for question 8 (graphs 21, 22, 23, and 24). Finally, 44% (n=115) of respondents partially agree they feel generally safe to walk in Thorold at any time (graph 25).

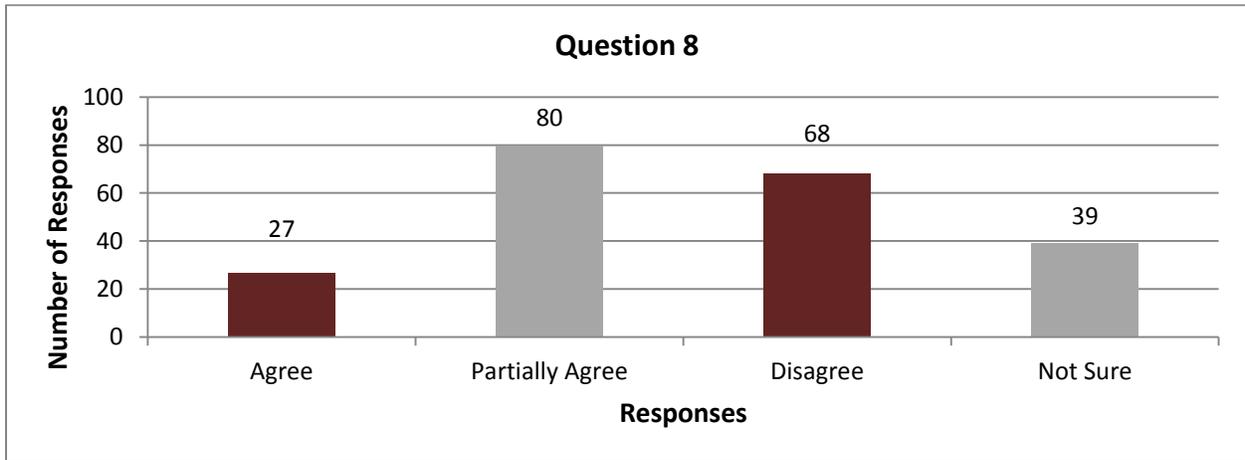
Graph 19: Walking Areas Kept in Good Condition, Free From Obstruction, and Cleared of Snow and Ice



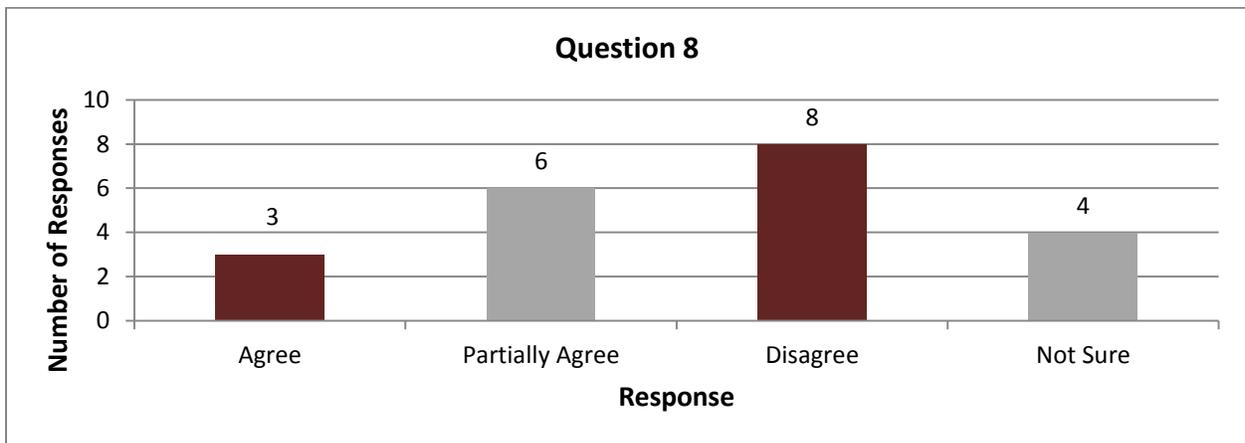
Graph 20: Public Walking Areas in Thorold are Adequately Lit



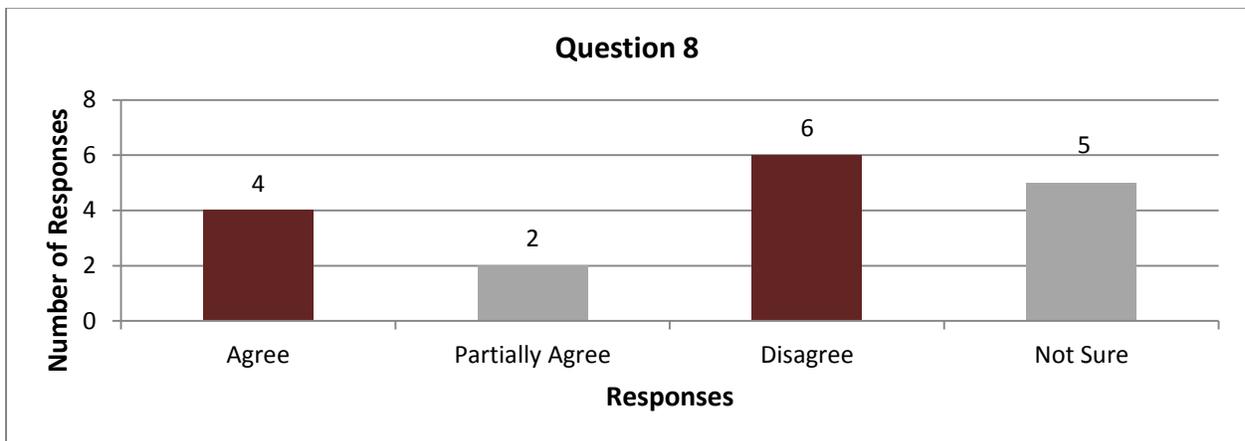
Graph 21: Adequate Public Seating is Available in Convenient Locations (Thorold Proper)



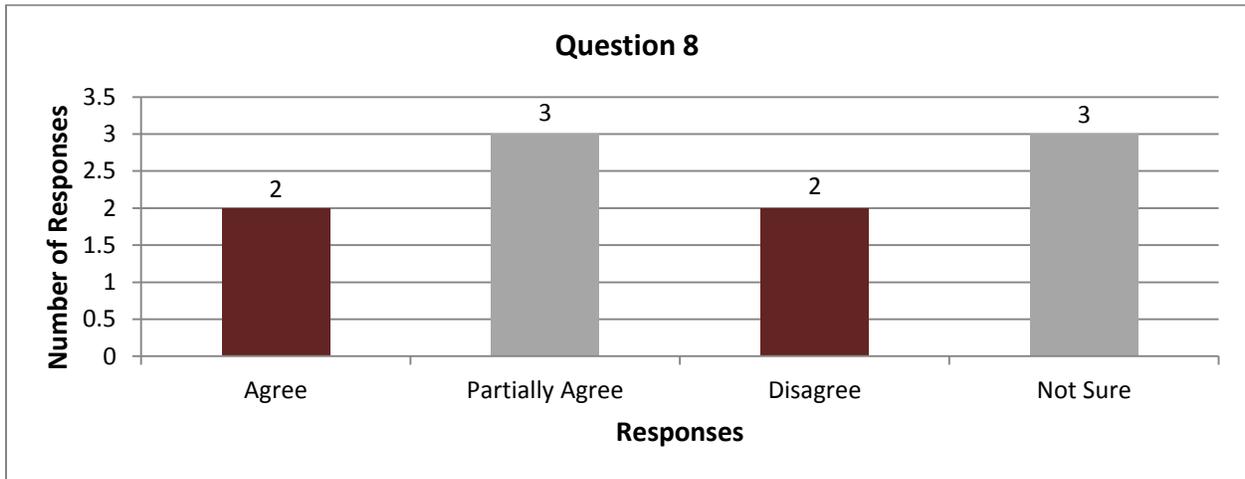
Graph 22: Adequate Public Seating is Available in Convenient Locations (Thorold South)



Graph 23: Adequate Public Seating is Available in Convenient Locations (Port Robinson)



Graph 24: Adequate Public Seating is Available in Convenient Locations (Allanburg & St. Johns)



Graph 25: It is Generally Safe to Walk in Thorold at Any Time

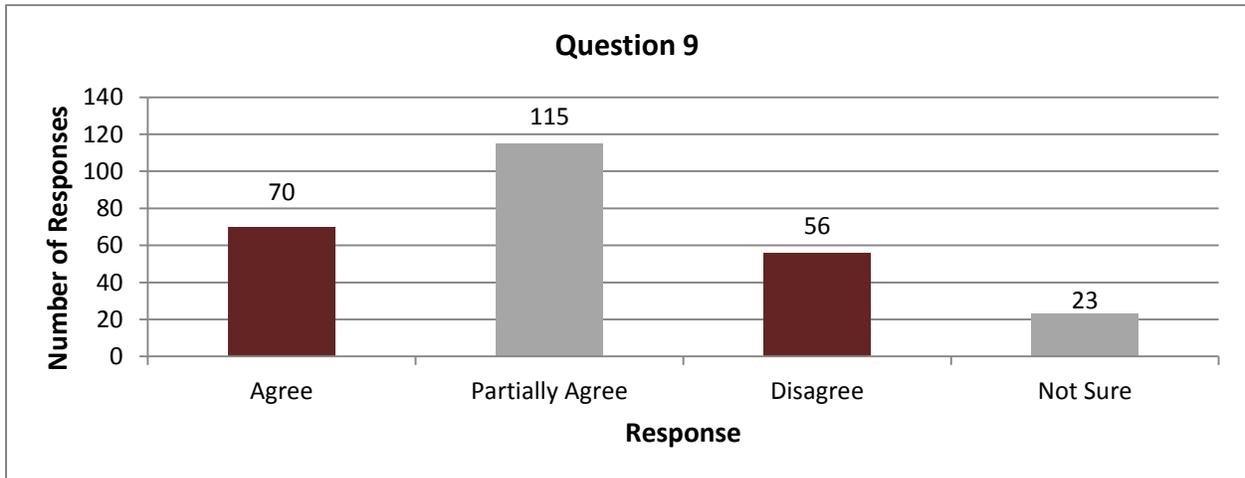


Table 3 summarizes the respondents' suggestions on the various ways to improve the public and outdoor spaces/building in Thorold. Similar suggestions have been grouped together, with the total number represented by "n=" after the comment.

Table 3: Public & Outdoor Spaces/Building in Thorold: Suggested Improvements

<p>Thorold Proper</p>	<p>Keep sidewalks clear of litter, debris, snow, & ice; and maintain sidewalk snow removal on school property during off-school times (n=12) Level and lower sidewalks, curbs & corners to improve accessibility (n=2) More sidewalks in general & particularly on <u>Collier Rd. and Richmond St. to Confederation Ave.</u> (n=2)</p> <p>More benches along <u>Welland Canal Parkway, Front St, Pine Plaza, Downtown, Bandshell, BIA area & parks (Memorial & Battle of Beaverdams)</u>, and upgrade the existing benches in Battle of Beaverdams Park. (n=20) <u>Beaverdam park</u>, Viewing area slope is too steep: need railings at a minimum of one access point (n=1) Improve play area at <u>Beaverdam Park</u> (n=1)</p> <p>Keep dogs on leashes in parks (n=1) Need a dog park (n=2) Dog owners to clean up after pet (n=1)</p> <p>Make Front St. user friendly (n=1) Keep city clean (sidewalks, parks, streets) (n=4)</p> <p>Property Standards bylaw: maintain yard, weeds, safety, etc... (n=1) Noise bylaw enforced in early evening/morning (n=1) Enforce Snow Removal bylaw- sidewalks must be clear of snow 24 hours after fall (n=2)</p> <p>Better snow removal from roads in general, and specifically on Keefer Rd. & Confederation Ave. (n=5) Remove snow buildup/banks from sidewalks, ramps, & bus shelters (n=4)</p> <p>Mandatory garbage pick-up (n=2) Need garbage & recycling bins in parks (<u>Sullivan Park and Sydenham St</u>) (n=2)</p> <p>More cycling and walking paths (n=2)</p>
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	<p>Plant more gardens and attractive flowers/bushes and maintain weeds (n=1) Need more/accessible public, outdoor, and green spaces (n=5)</p> <p>Weekly maintenance checks (n=1) Too many students (n=1) More automatic doors (n=1) More public washrooms (n=1) Designated Smoking areas (n=1) Better police presence – day & night - foot & bike (n=5) Better lighting in general & at Decew in particular (n=6) Bike lanes & sidewalks in new subdivisions (n=1) Redo streets, and remove uneven cobblestone from <u>Front St.</u> to smooth surface (n=3) Less centralized (n=1) Reface older store fronts on <u>Front St.</u> (n=1)</p>
Thorold South	<p>New sidewalks needed, and repair existing uneven sidewalks (n=2) Keep sidewalks clear of bushes, long grass, and gravel (n=3)</p> <p>Better lighting (n=3) More walking trails (n=1) More benches (Front St., Pine St., Ormond St., and outside of parks) (n=4) Smooth ramp entrance & automatic doors to improve wheelchair access (good B.I.A. Project) (n=2)</p>
Port Robinson	<p>Better lighting (n=1)</p> <p>Need sidewalks on Hamilton Blvd, Ross St., & Thorold Ave, and repair existing sidewalks (n=3) Keep sidewalks clear of branches and debris (n=1)</p>
Allanburg & St. Johns	<p>1 – Improve canal pathway and maintenance (n=1) 1 – More public benches (n=1) 1 – Improve sidewalk condition downtown (n=1)</p>



Transportation in Thorold

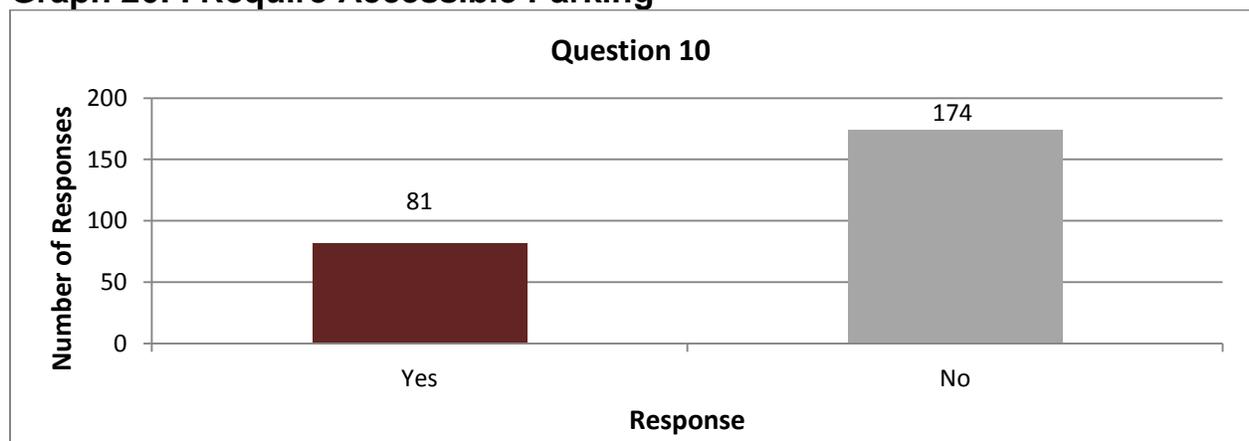
Transportation

Eighty-one respondents (32%) require accessible parking (graph 26). Respondents from Thorold Proper and Thorold South, for the most part believe there is inadequate accessible parking; whereas individuals from Port Robinson, Allanburg and St. Johns either partially agree or fully agree that there is adequate accessible parking, as per the geographically separated graphs for question 11 (graphs 27, 28, 29, and 30).

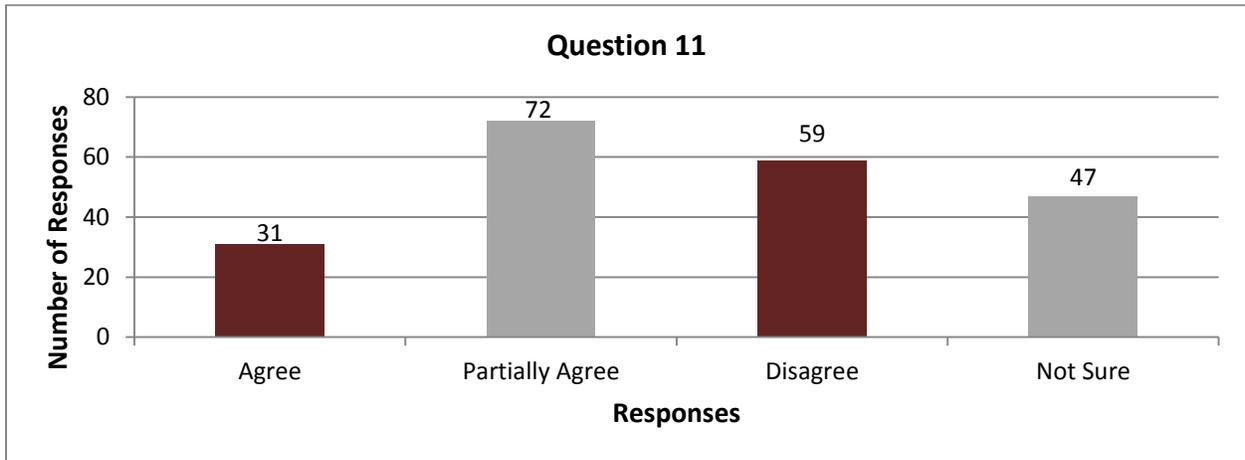
Municipal parking lots are well maintained; according to 47% (n=120) of respondents who partially agree, and 36% (n=92) who agree that lots are well maintained (graph 31). Meanwhile, 52% (n=132) of respondents partially agree that business/service provider parking lots are well maintained, and 32% (n=80) agree (graph 32).

Of the individuals who responded to questions about the use of public transportation, 89% (n=226) do not use these services (graph 33), and 96% (n=151) do not use paratransit, (graph 34). Many of the respondents agree that the public transportation services in Thorold are reliable and affordable (graph 35). In both Thorold Proper and Thorold South, respondents agree that public transportation serves the destinations they need to reach, whereas respondents from Port Robinson, Allanburg and St. Johns disagree, as seen in the 4 geographically separated graphs for question 16 (graphs 36, 37, 38, and 39).

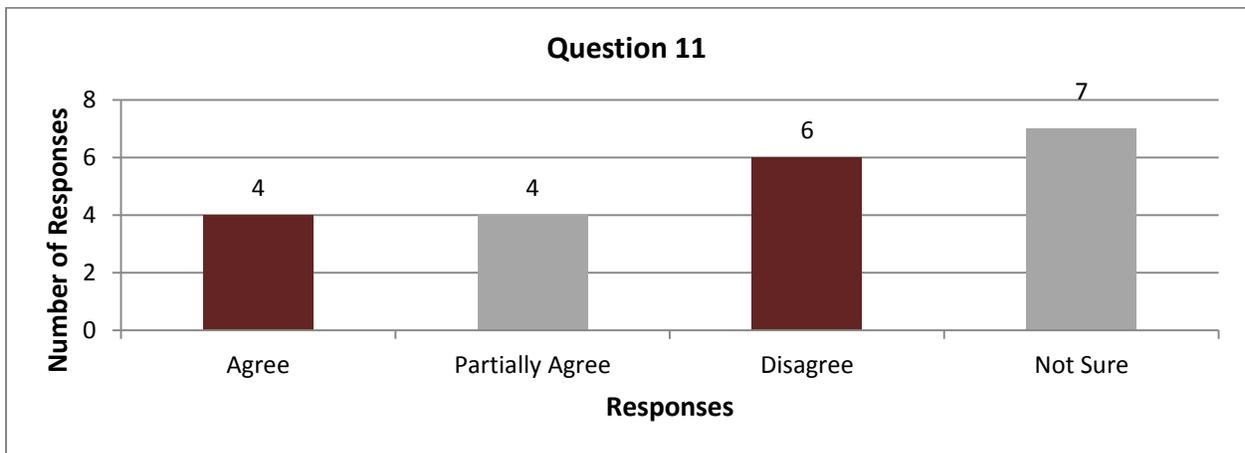
Graph 26: I Require Accessible Parking



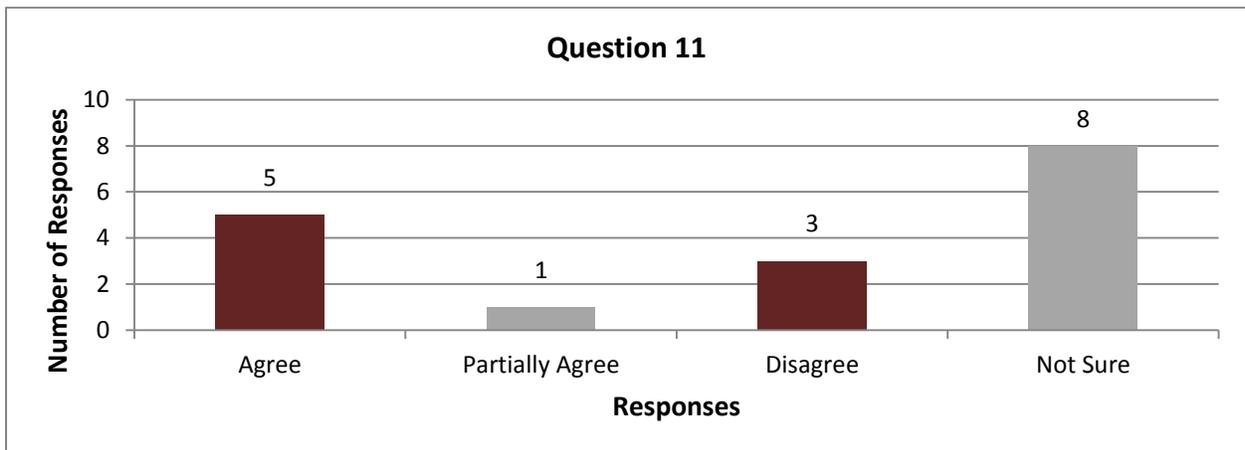
Graph 27: There is Adequate Accessible Parking in Thorold (Thorold Proper)



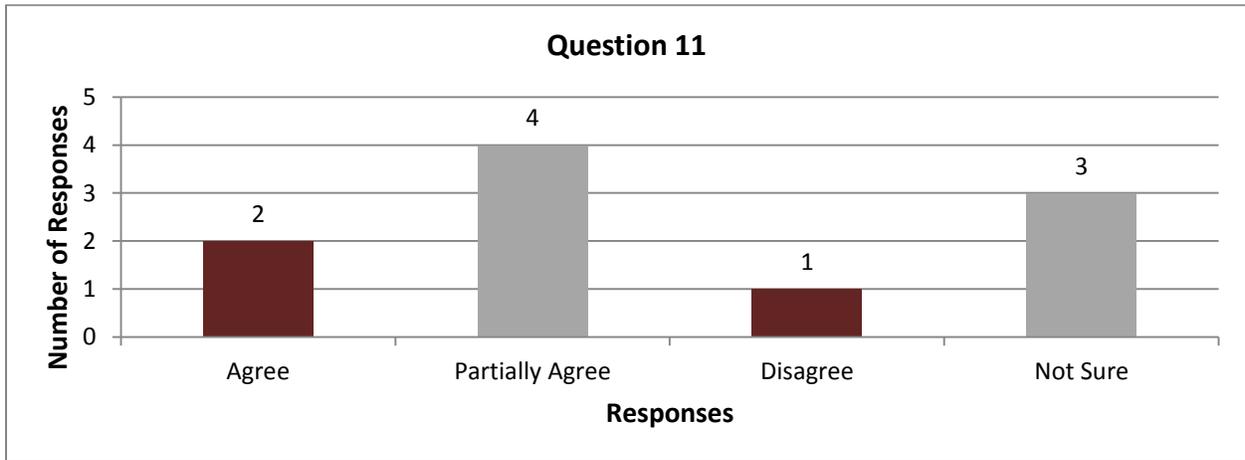
Graph 28: There is Adequate Accessible Parking in Thorold (Thorold South)



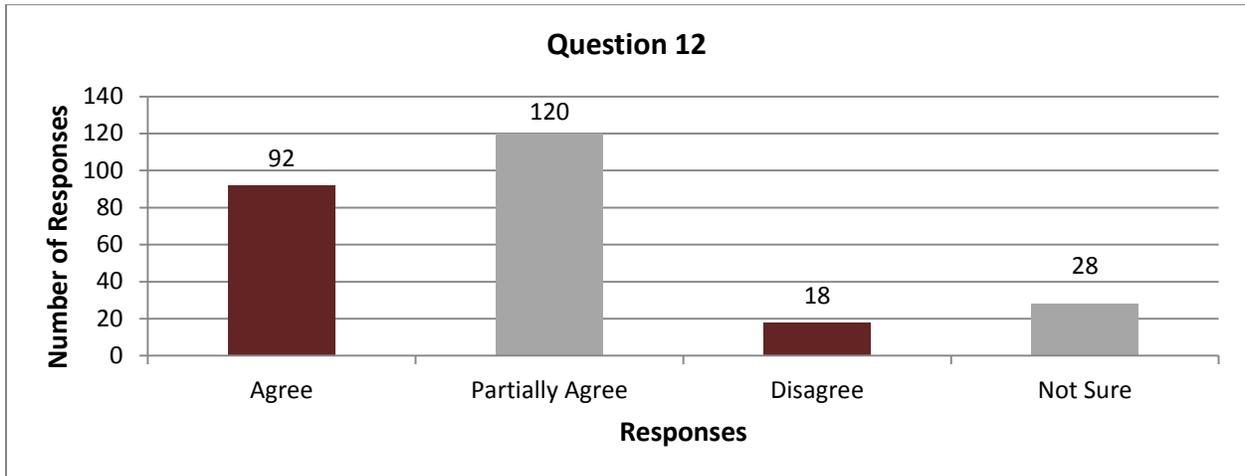
Graph 29: There is Adequate Accessible Parking in Thorold (Port Robinson)



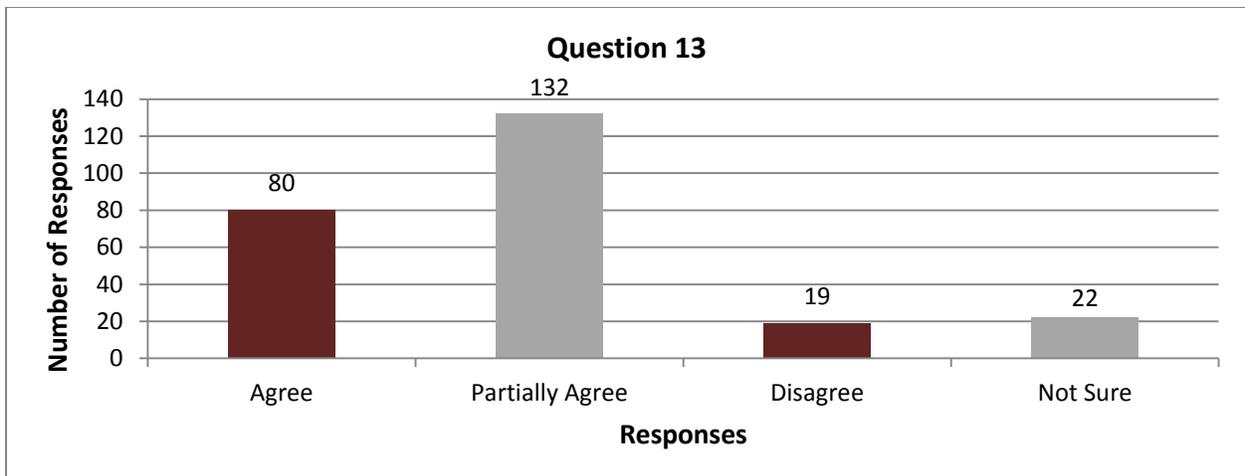
Graph 30: There is Adequate Accessible Parking in Thorold (Allanburg & St. Johns)



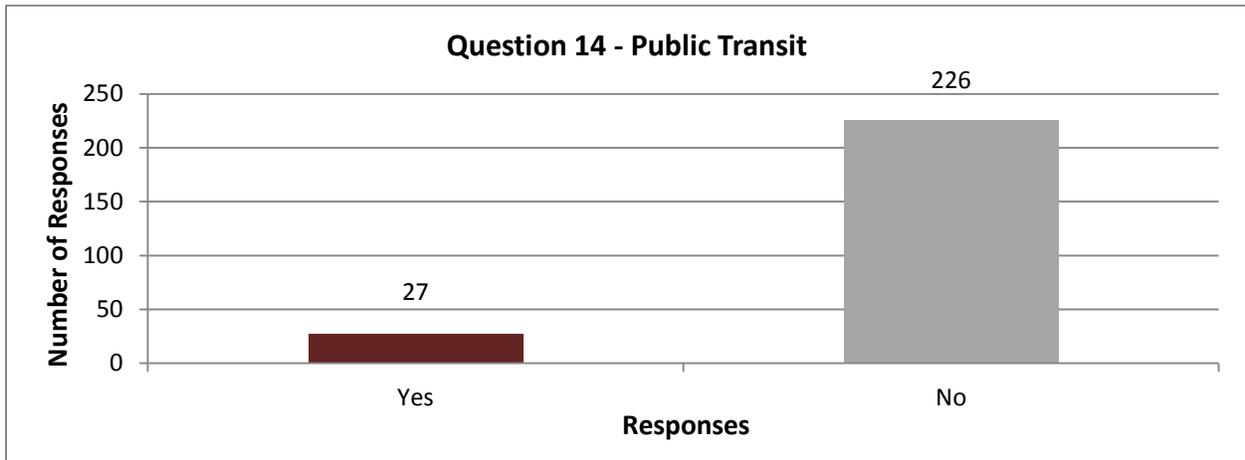
Graph 31: Municipal Parking Lots are Well Maintained



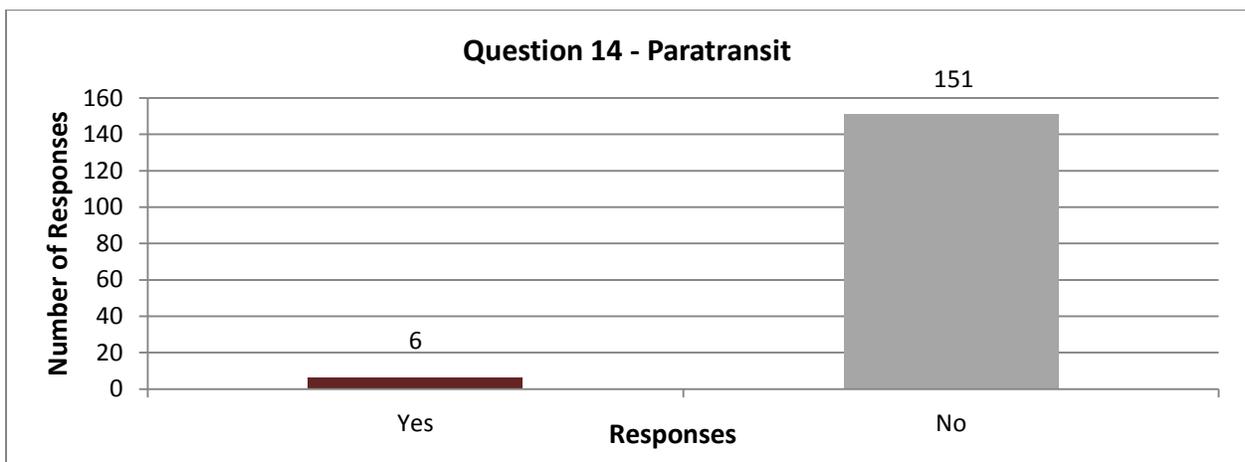
Graph 32: Parking Lots for Businesses and Service Providers are Well Maintained



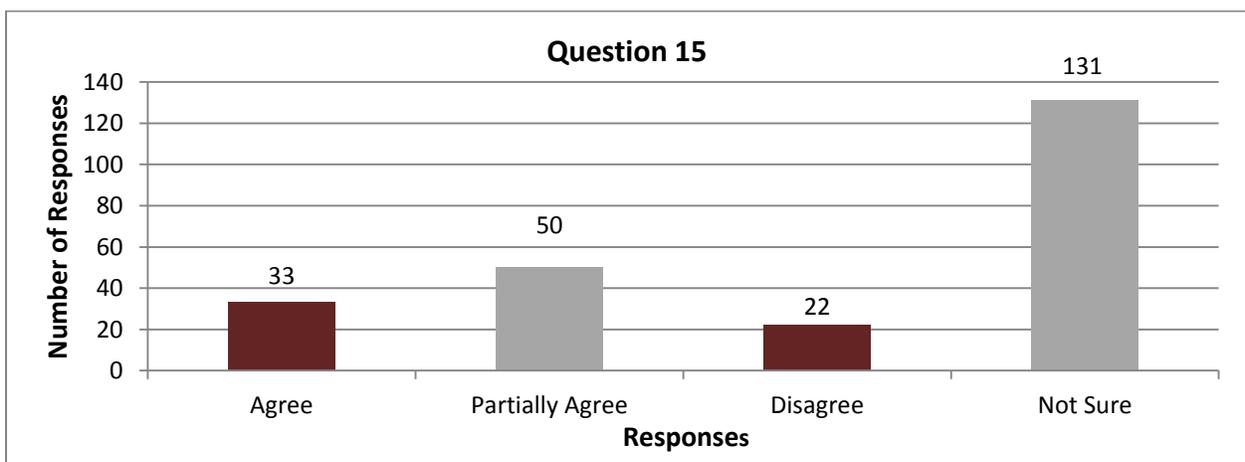
Graph 33: I Use Public Transportation



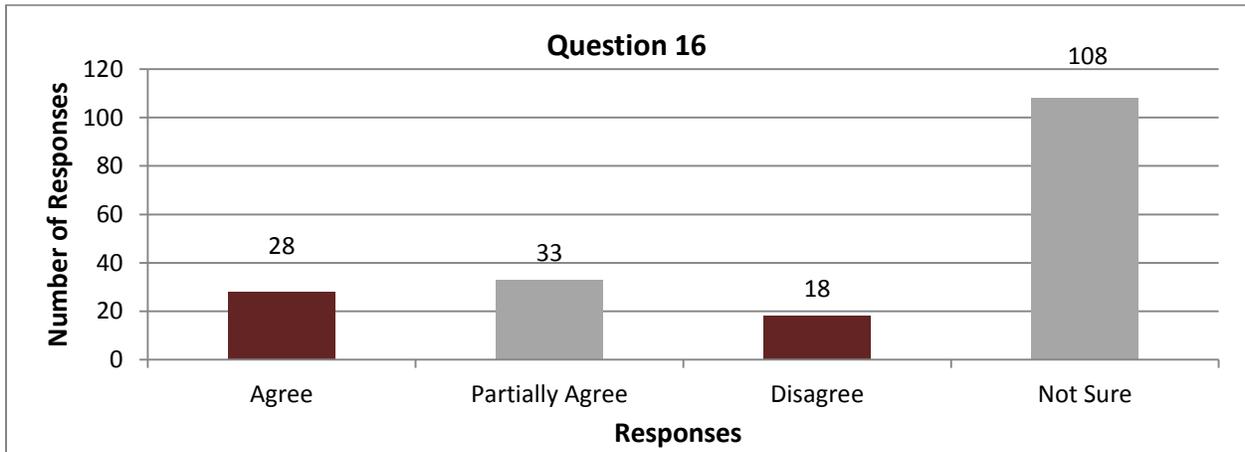
Graph 34: I Use Paratransit Same



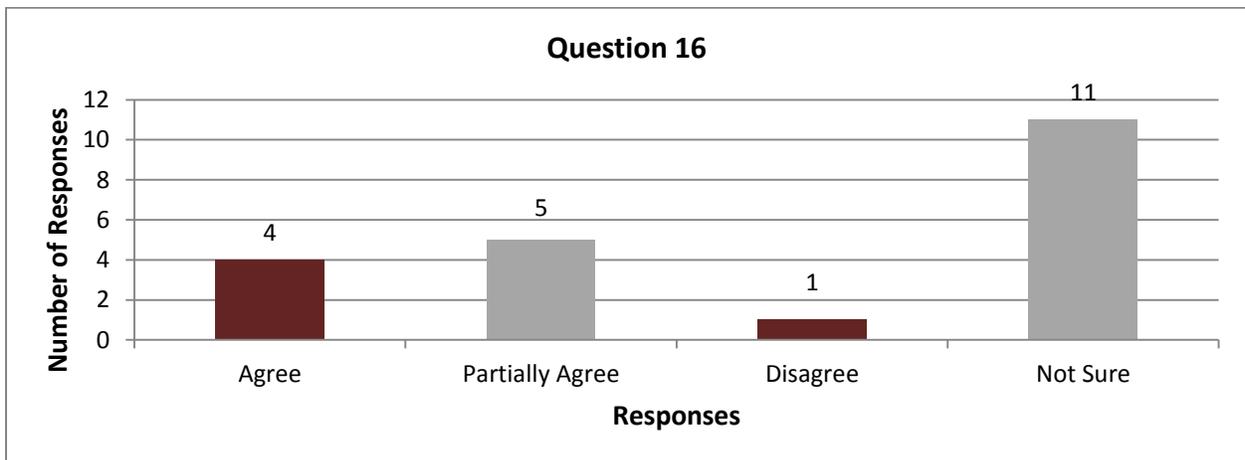
Graph 35: Public Transportation is Reliable and Affordable



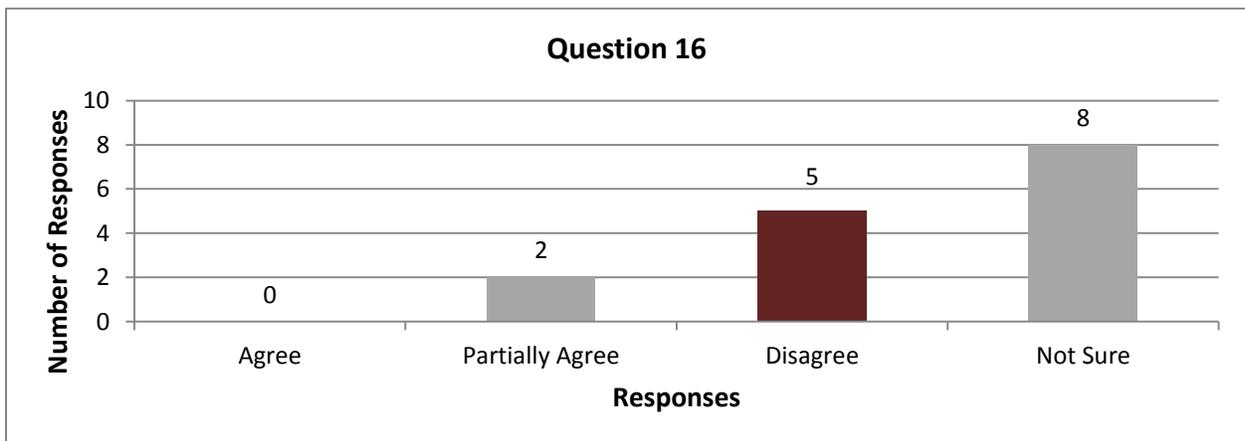
Graph 36: Public Transportation Serves the Destination I Need to Reach (Thorold Proper)



Graph 37: Public Transportation Serves the Destination I Need to Reach (Thorold South)



Graph 38: Public Transportation Serves the Destination I Need to Reach (Port Robinson)



**Graph 39: Public Transportation Serves the Destination I Need to Reach
(Allanburg & St. Johns)**

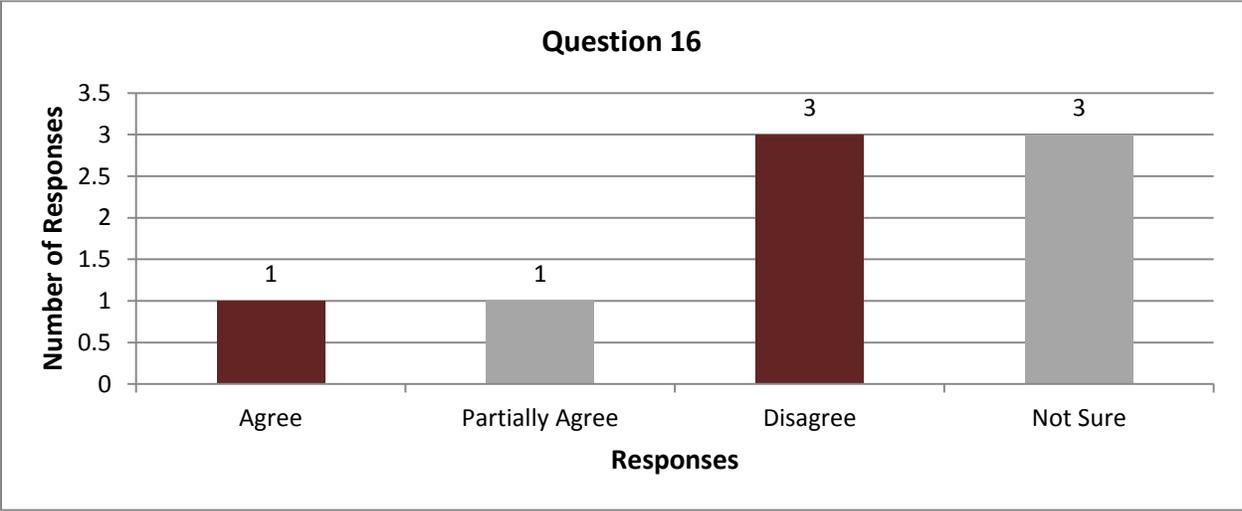


Table 4 summarizes the respondents' suggestions on the various ways to improve transportation in Thorold. Similar suggestions have been grouped together, with the total number represented by "n=" after the comment.

Table 4: Transportation in Thorold: Suggested Improvements

<p>Thorold Proper</p>	<p>More parking in general and particularly on Front St., near banks, and for apartments (n=8) More accessible parking (n=1) Free public parking (n=1) Re-paint lines in parking lots (n=1)</p> <p>Improve state of roads & potholes in general, and specifically on Front St. & St. David's Rd. (n=3) Quicker snow removal from Library parking lot (n=1) Less expensive cab rate for seniors [free or 50% fares] (n=4) Thorold taxi service (n=1) More traffic lights (n=1)</p> <p>Transportation program (n=1) Provide more varied types of transportation, such as a Go train (n=2) More transit to Senior Centre (n=1)</p> <p>BUS TRANSIT More complete/better bus service (n=2) Better year round bus services [needed in summer also] (n=1) Easier bus schedule (n=3) Better transfer points (n=2) Closer bus stops [4 blocks is too far] (n=1) Better destination stops (n=1) More bus stops on Confederation Ave. (n=1) Free bus fare for seniors (n=1) Bus shelters (n=1) More bus shelters with seating/benches (n=3) More often & more accessible (n=1) Loop around Thorold, rather than transfer to Pen Centre (n=3) Longer operational hours (n=1) Extend paratransit times on weekends (n=1) Rapid transit to regional cities; Welland, Niagara Falls, Pelham, etc (n=2) Direct bus route: Confederation Ave. to downtown (n=1) Buses to and from senior apartments (n=1) Smaller buses to serve inside subdivisions (n=1) More buses during school/university season (n=1) Stop Brock buses (n=1) Privatize services (n=1)</p>
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Thorold South	Seating at bus stops (n=1) Keep wait time less than one hour (n=1) Direct route: Confederation Ave. to Pen Centre (n=1)
Port Robinson	Transit system across Niagara Region (n=1) Transit serving Port Robinson (n=3) Bus services 4 times a day on routine schedule (two in the morning and two in the afternoon) (n=1) Railway tracks on Canby are bad (n=1) Potholes on roadway (n=1)
Allanburg & St. Johns	Rural area transit (n=1) Regional transit (n=1)



Housing in Thorold

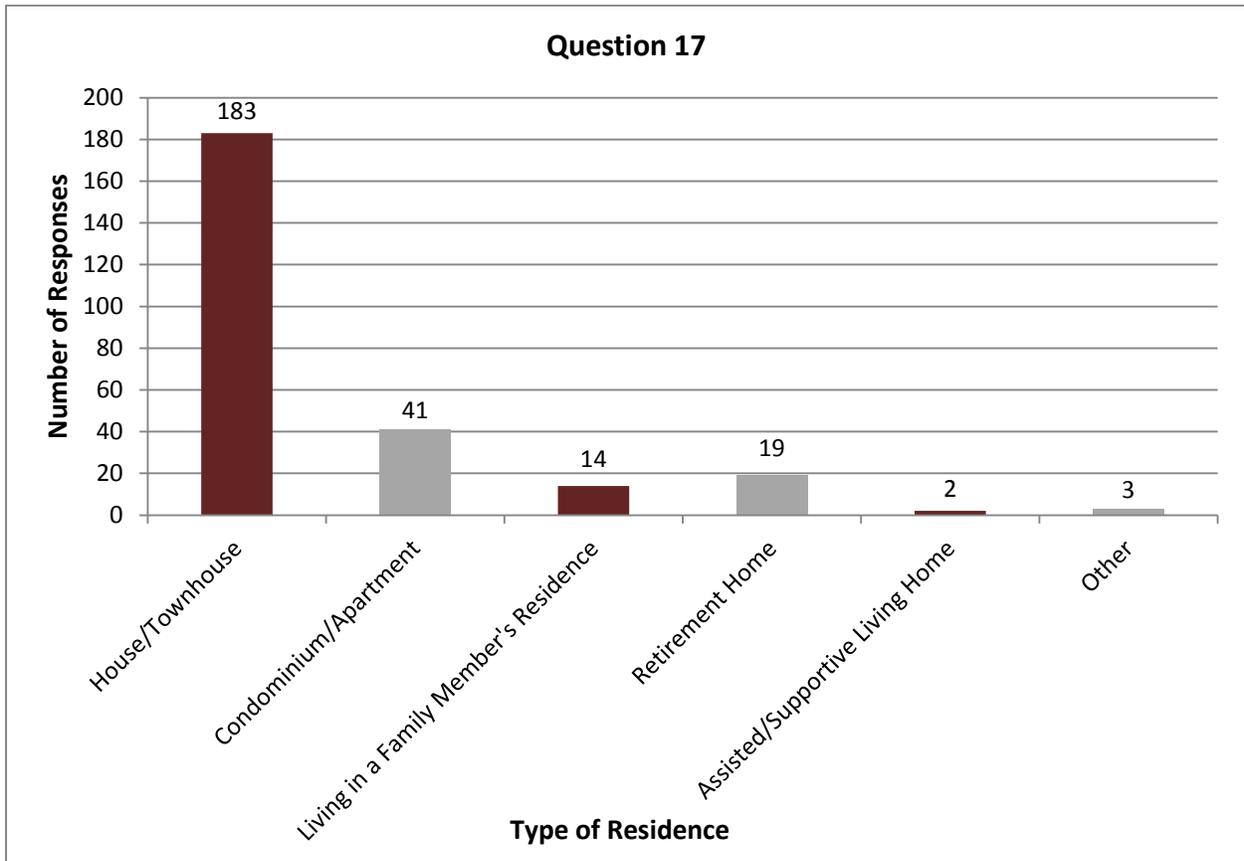
Housing in Thorold

Currently, 70% (n=183) of the older adults who participated in the survey stated they are residing in their own house/townhouse (graphs 40 and 41). Within the next 10 years, 35% (n=84) of these individuals are expecting to move out of their current homes (graph 42). The most anticipated living arrangements include moving to a condo/apartment (38%), retirement home (30%), or assisted living home (20%) (graph 43). However, 54% (n=138) believe the wait times for senior housing is unreasonable, 41% (n=104) believe there is inadequate rental housing available, and 27% (n=68) believe there are inadequate assisted living options available (graphs 44, 45, and 46). Similarly, 50% (n=127) disagree that there is adequate subsidized housing for low-income citizens available (graph 47). Yet, 43% (n=99) stated they were able to find affordable housing (graph 48).

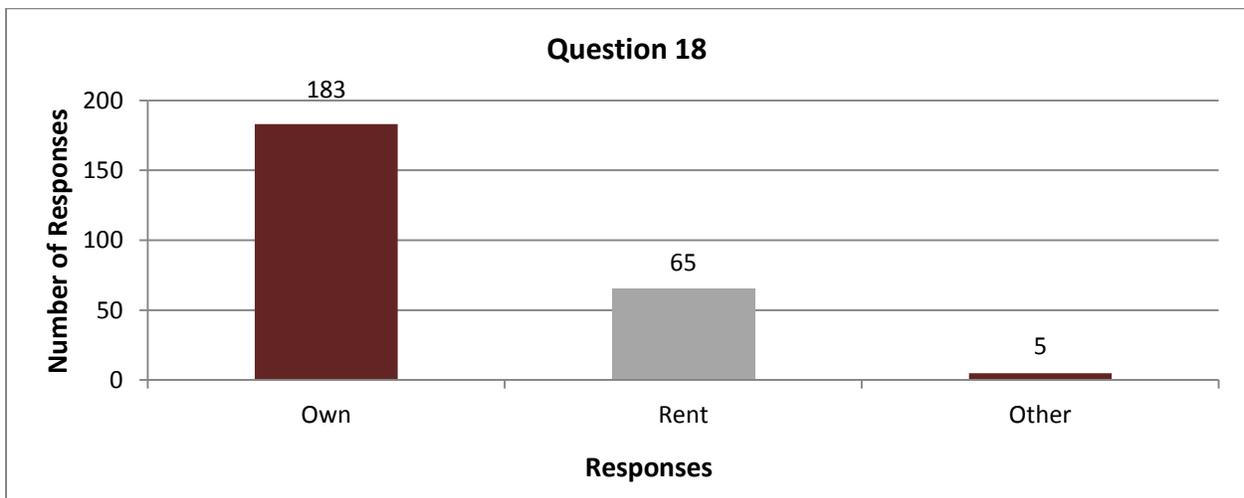
In regards to the respondents feelings of safety, 35% (n=91) agree, and 53% (n=138) partially agree that their community is safe from abuse, vandalism, and crime (graph 49). Of the 265 respondents, 58% (n=154) identified they would require support services such as, yard and house maintenance and housekeeping to remain in their homes (graph 50). That being said, only 12% (n=30) of respondents believe there are adequate support services available to them (graph 51).

Additionally, in question 23 (graph 50), some respondents acknowledged the need for snow removal and grocery services to remain living in their homes. When presenting the data, snow removal was classified with 'yard maintenance', and grocery services were classified with 'meals'.

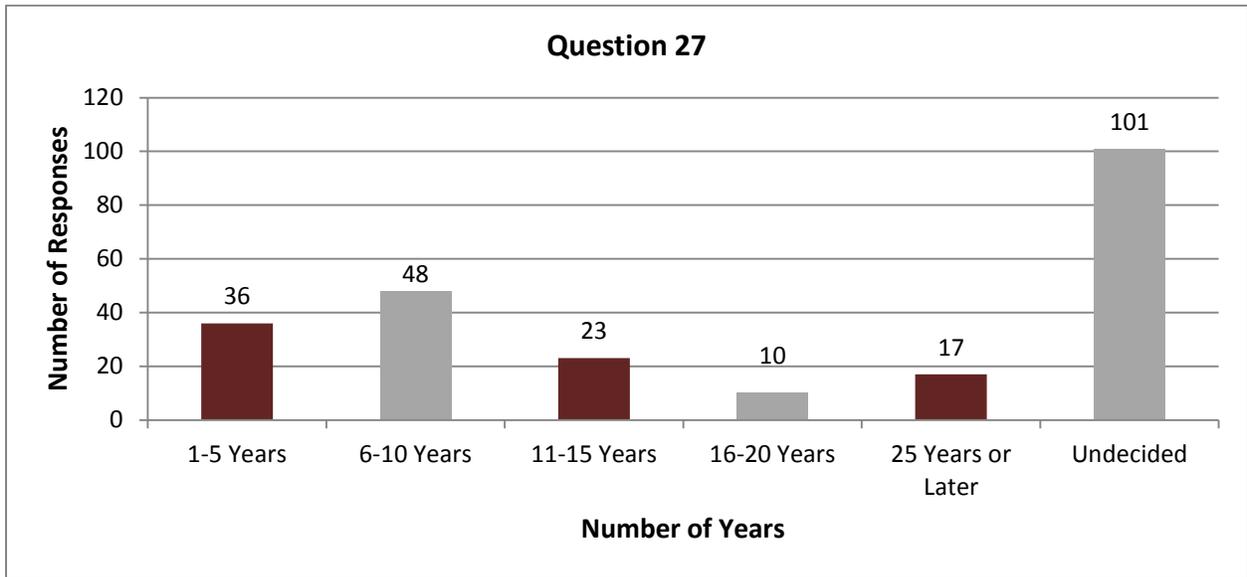
Graph 40: Where do you Currently Live?



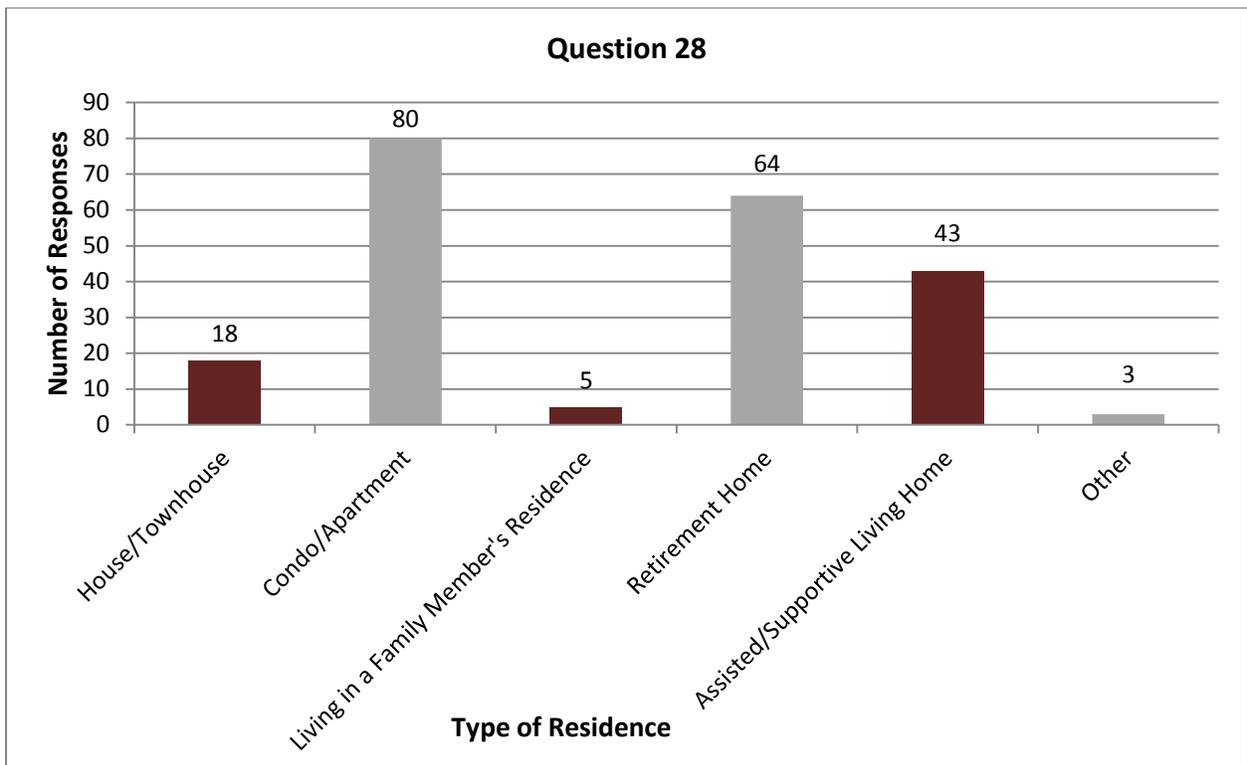
Graph 41: Do you: Own, Rent or Other?



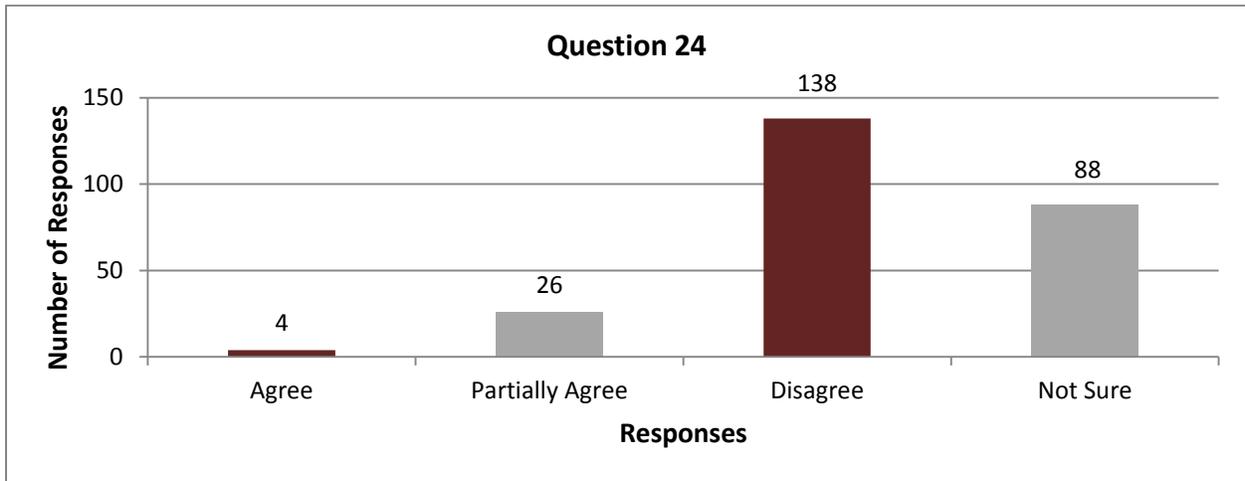
Graph 42: I Expect to Move from my Current Home in the Next,



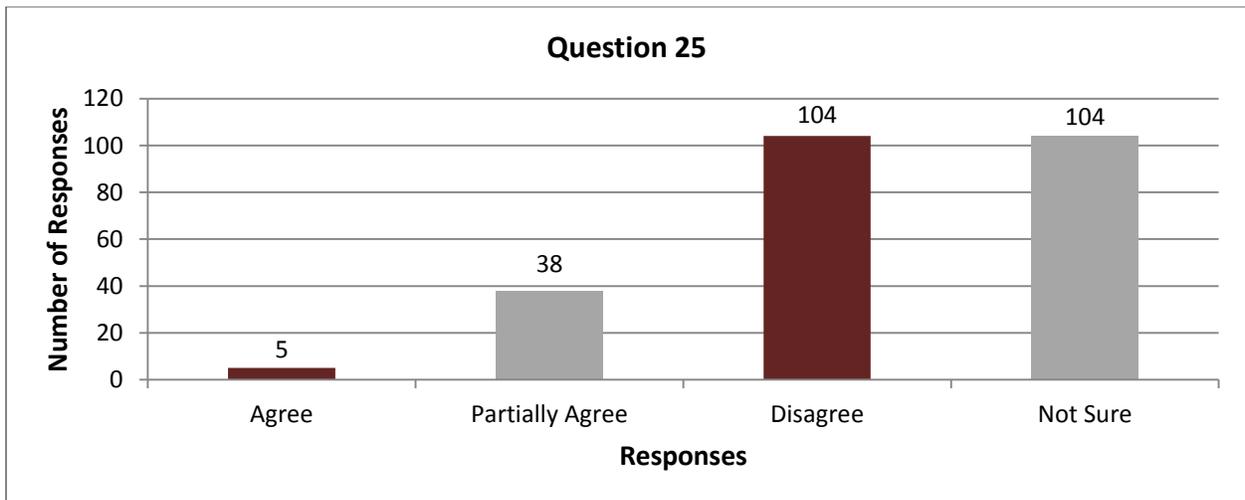
Graph 43: What Type of Living Arrangement do you Anticipate to be in When/If you Move?



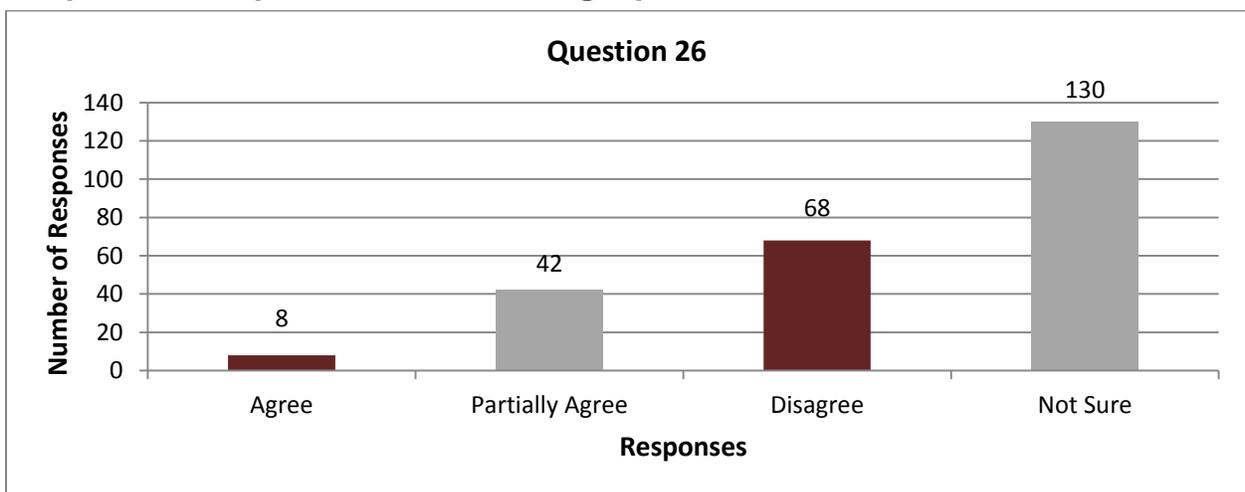
Graph 44: Wait Times for Senior Housing are Reasonable



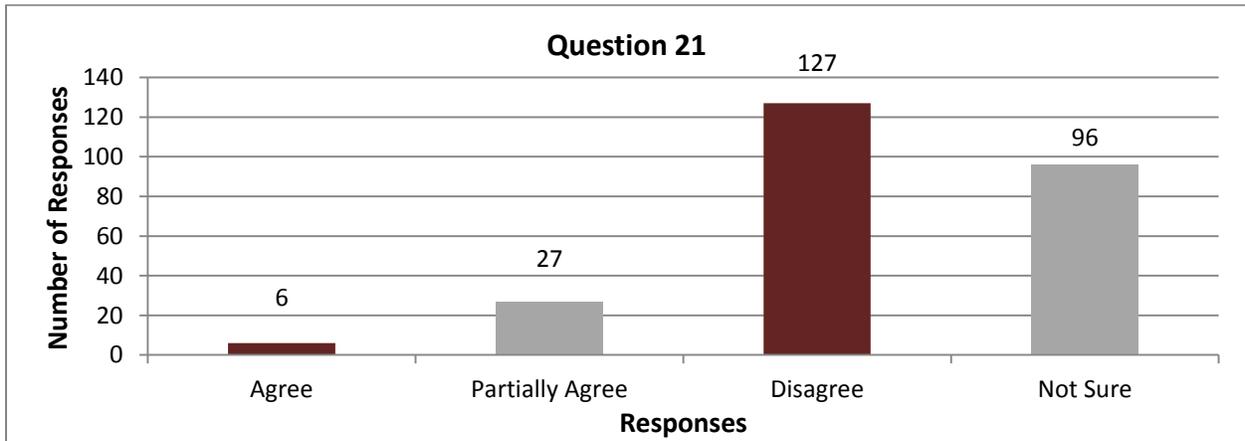
Graph 45: Adequate Rental Housing is Available



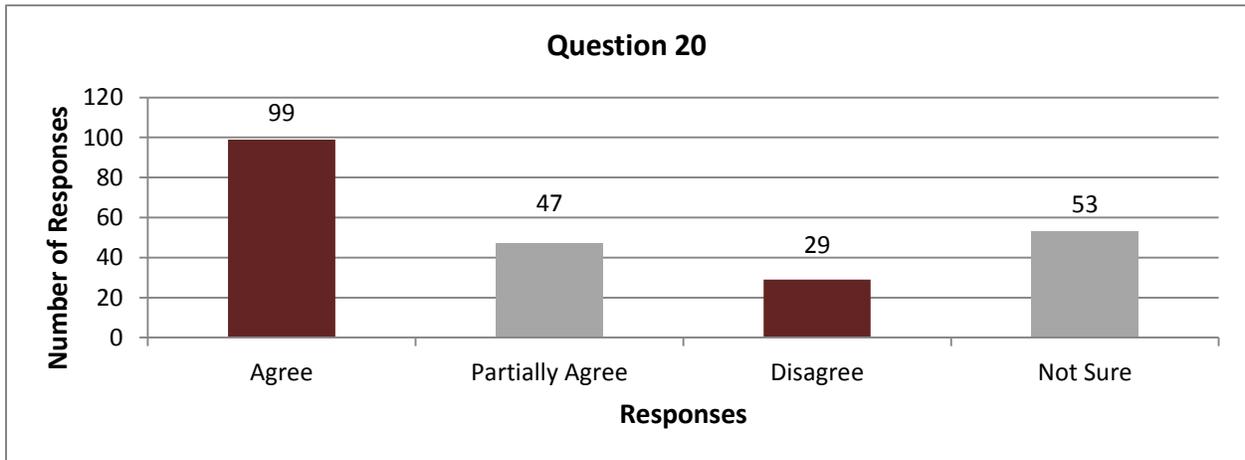
Graph 46: Adequate Assisted Living Options are Available



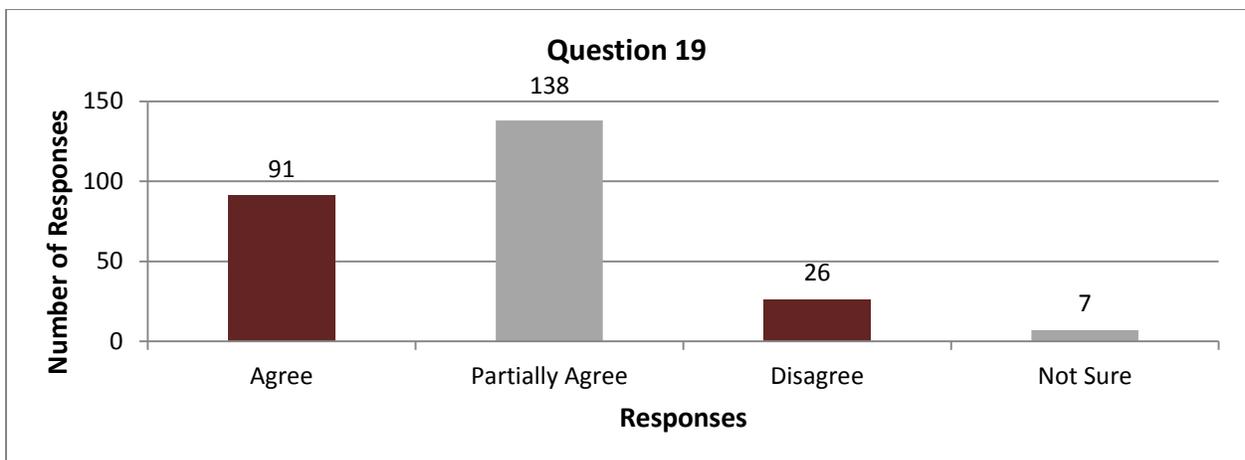
Graph 47: There is Enough Subsidized Housing for Low-Income Citizens in The City of Thorold



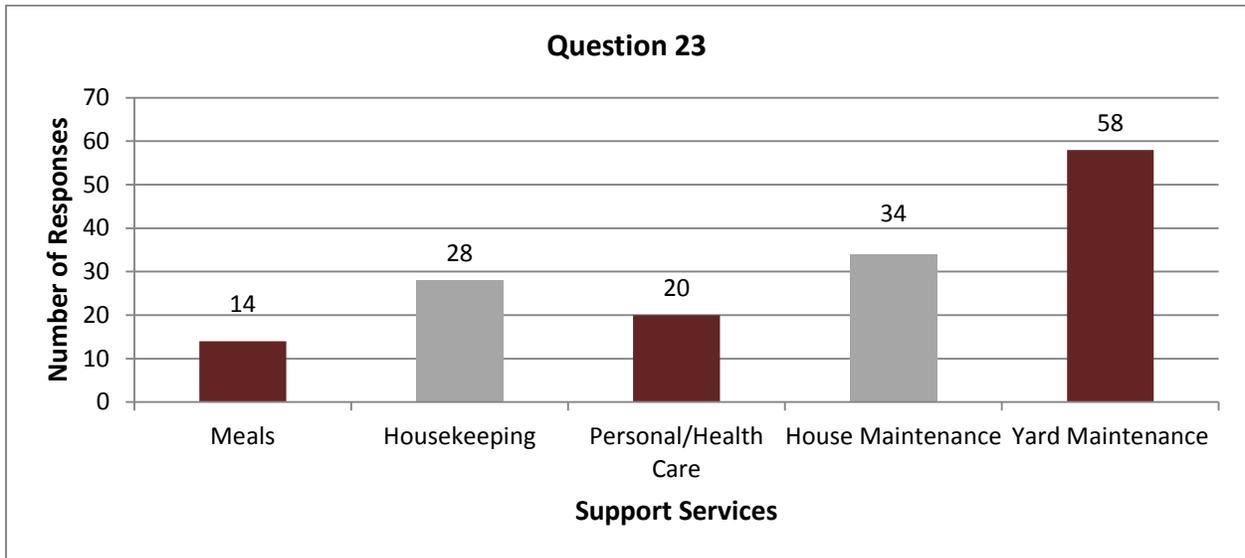
Graph 48: I Have Been Able to Find Affordable Housing in Thorold



Graph 49: I Feel I Live in a Community Safe from Abuse, Vandalism and Crime



Graph 50: What Support Services do you need to Remain in your Home?



Graph 51: There are Enough Support Services Available in the City of Thorold to Remain in my Home

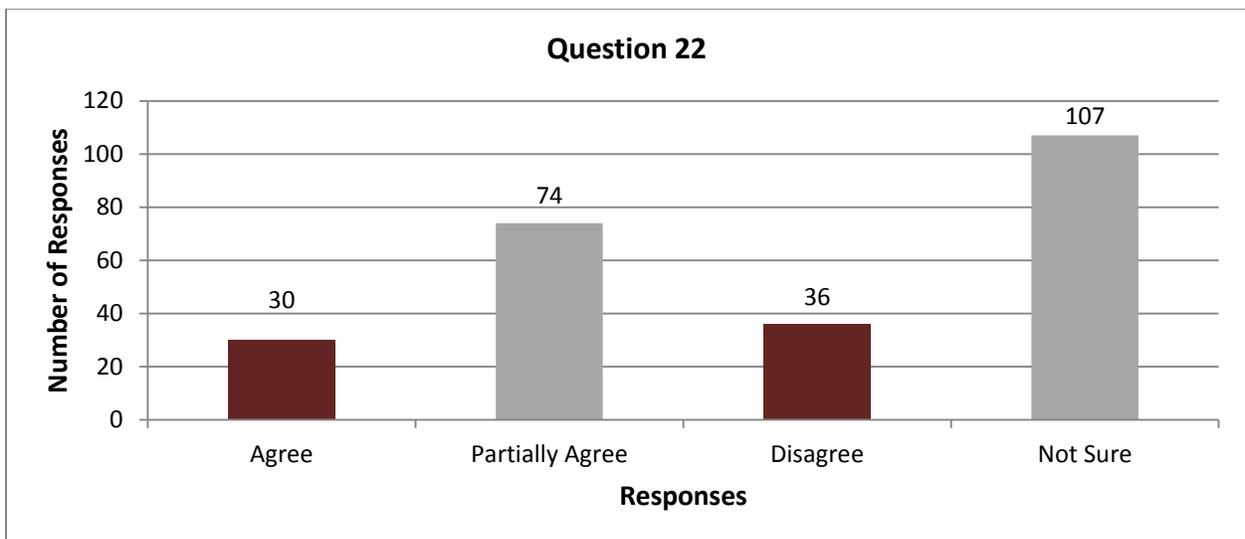


Table 5 summarizes the respondents' suggestions on the various ways to improve the housing in Thorold. Similar suggestions have been grouped together, with the total number represented by "n=" after the comment.

Table 5: Housing in Thorold: Suggested Improvements

<p>Thorold Proper</p>	<p>More senior housing (n=24) Less wait times for senior housing (n=7) More government senior housing (n=1) More senior apartments with accessibility (n=11)</p> <p>Affordable housing (n=4) Affordable senior housing (n=5) Build affordable 1 level housing (n=1)</p> <p>More strict rules for absentee landlords (n=2) Registration fee applied to all landlords (n=1)</p> <p>Subsidized housing and utilities for seniors (n=5)</p> <p>Retirement homes (n=5) More affordable retirement homes (n=1)</p> <p>Less student housing (Queen St., Tupper Dr., & Winterberry Blvd.) (n=12) Bylaw officers for student housing (n=1) Keep student housing near Brock University (n=1) Student housing taxed as businesses to pay for snow removal (n=1) Larger fines for student behavior (n=1)</p> <p>Townhouse village (n=1) Turn second floor of Seniors' Centre into assisted living (n=1) Fair distribution of housing (list) (n=1) Nursing home/assisted living facility (n=8) Day programs (n=1) Downsize homes to compact community (n=1) Attract individuals with income/pension to increase tax base (n=1) Clean up front yards (n=1) Handicap apartments (n=1) More 2-bedroom housing (n=1)</p>
<p>Thorold South</p>	<p>Stop building student housing (n=5) Build more senior housing (n=3) Less wait times for senior housing (n=1)</p>
<p>Port Robinson</p>	<p>Build more senior housing (n=1) More housing (n=1)</p>
<p>Allanburg & St. Johns</p>	<p>No comments provided from Allanburg and St. Johns</p>



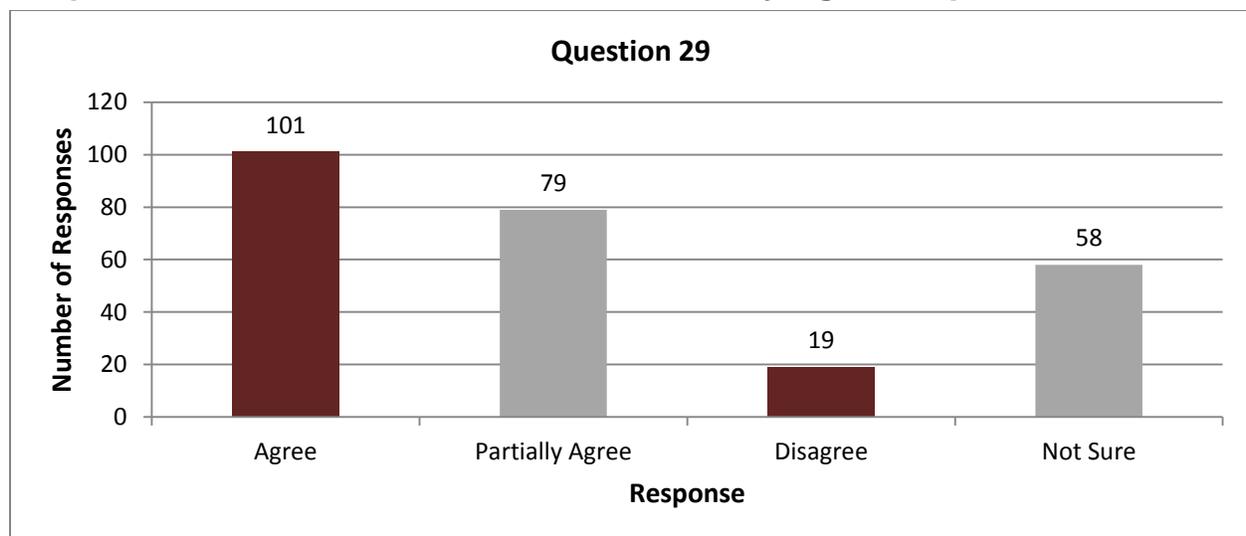
Social and Civic Participation/Recreation in Thorold

Social and Civic Participation/Recreation

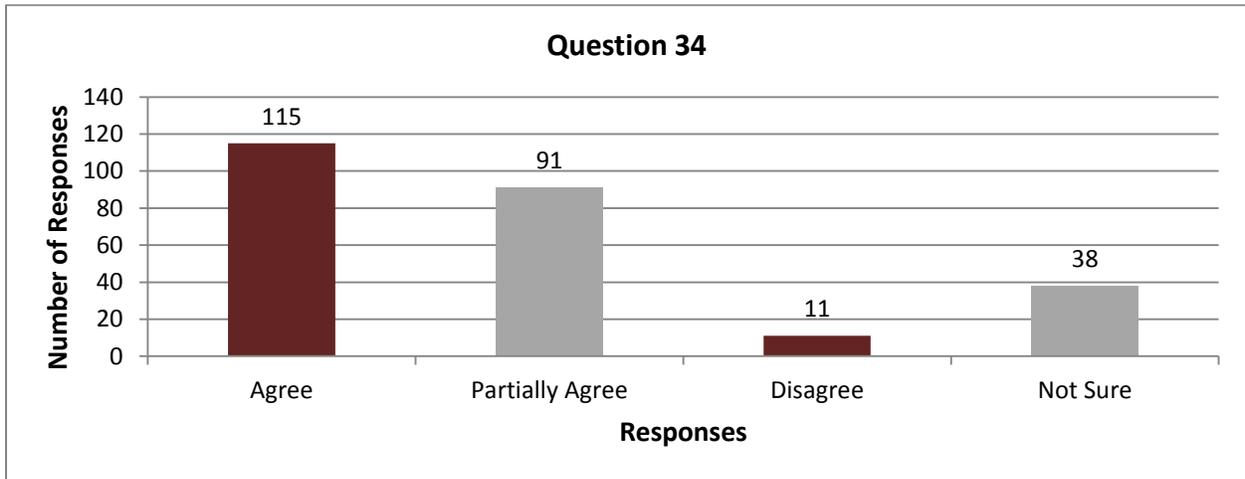
Thirty-nine percent (n=101) of respondents agreed that there are social activities available for their age group in Thorold, and 45% (n=115) agree that there are opportunities to meet and socialize with people their age (graphs 52 and 53). Similarly, 40% (n=103) partially agree that there are adequate activities to bring people of all ages together (graph 54). Of the respondents, 38% (n=96) partially agree that these activities are accessible for all and 37% (n=93) partially agree that they are generally affordable (graphs 55 and 56). The activities that respondents mostly take part in include community events (21%), church groups (20%), Thorold Senior Citizen Centre Association (16%), and fitness activities (15%) (graph 57). Meanwhile, 34% (n=85) of respondents partially agree that City Council considers the needs of older adults in their planning process (graph 58).

In regards to volunteer activities, 81% (n=176) of respondents agree there are opportunities for their age group. However, 60% (n=150) currently do not volunteer (graphs 59 and 60). Similar results show that 97% (n=253) of respondents were aware there is a Senior Centre, yet 70% (n=181) do not attend the centre (graphs 61 and 62).

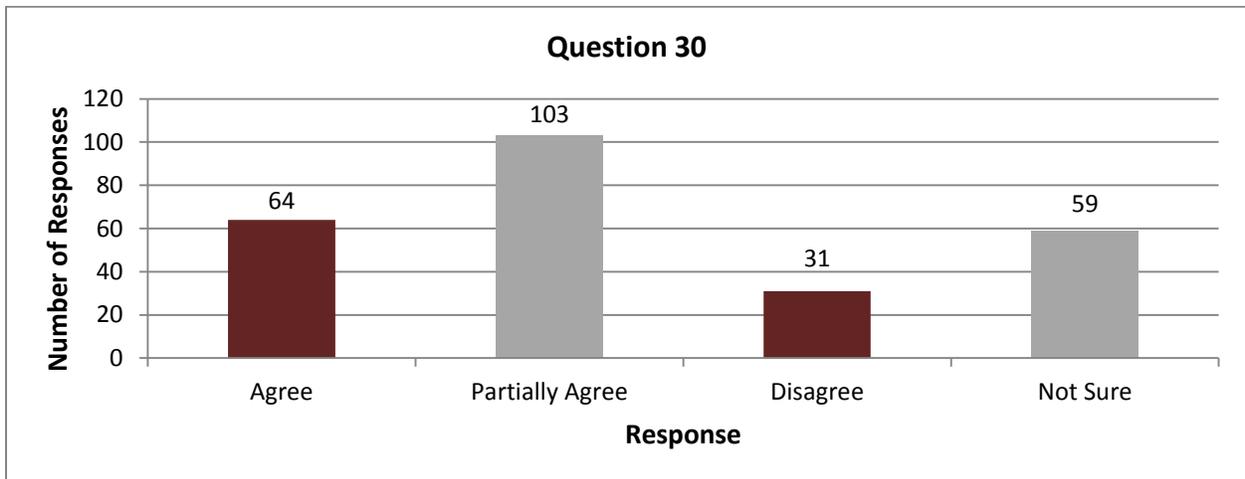
Graph 52: Social Activities are Available for my Age Group



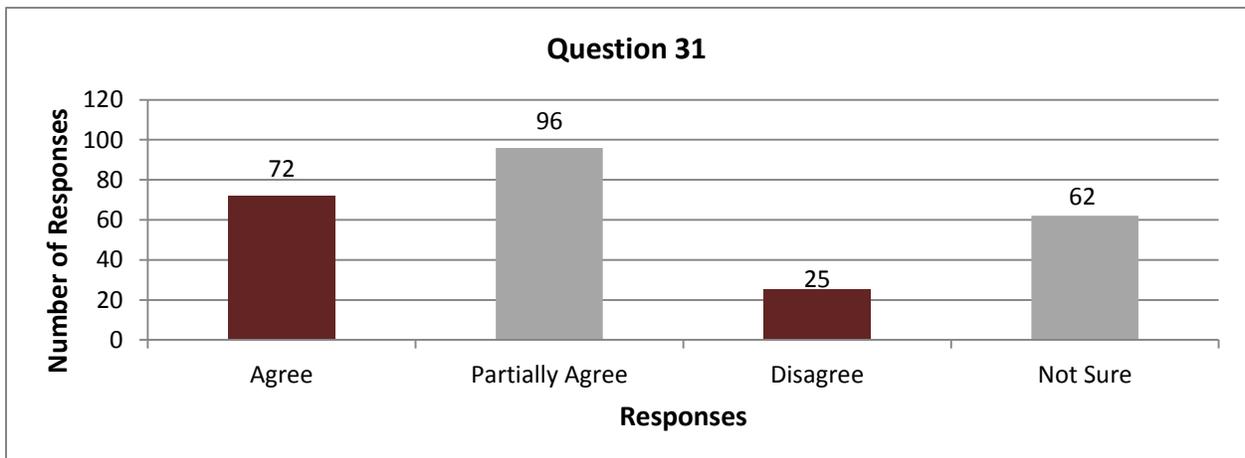
Graph 53: There are Opportunities to Meet and Socialize with People my Age



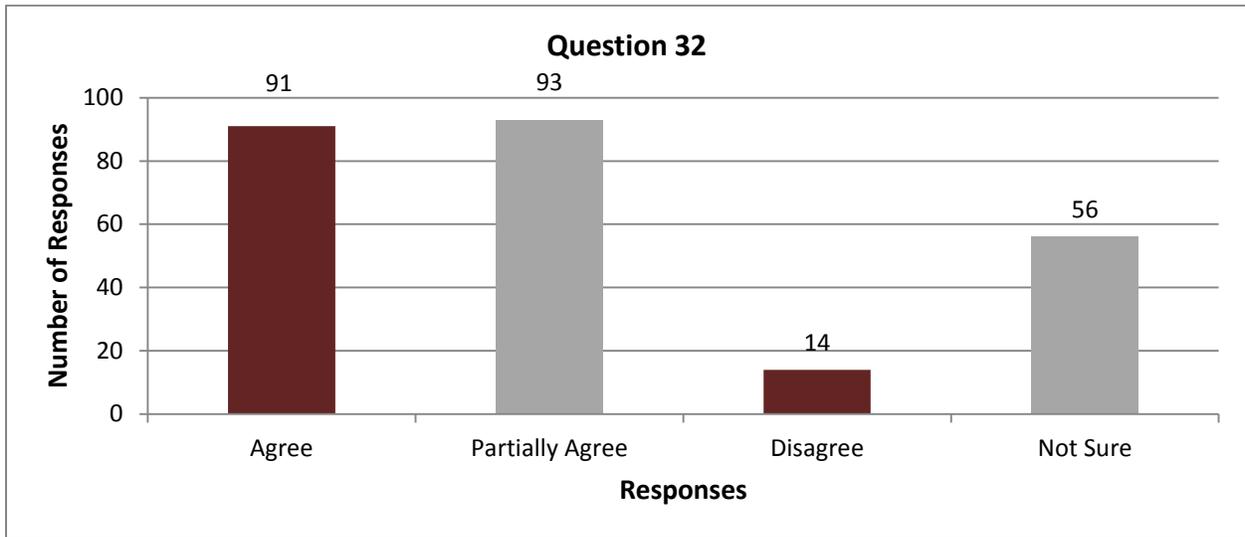
Graph 54: In Thorold there are Adequate Activities that Bring Together People of All Ages



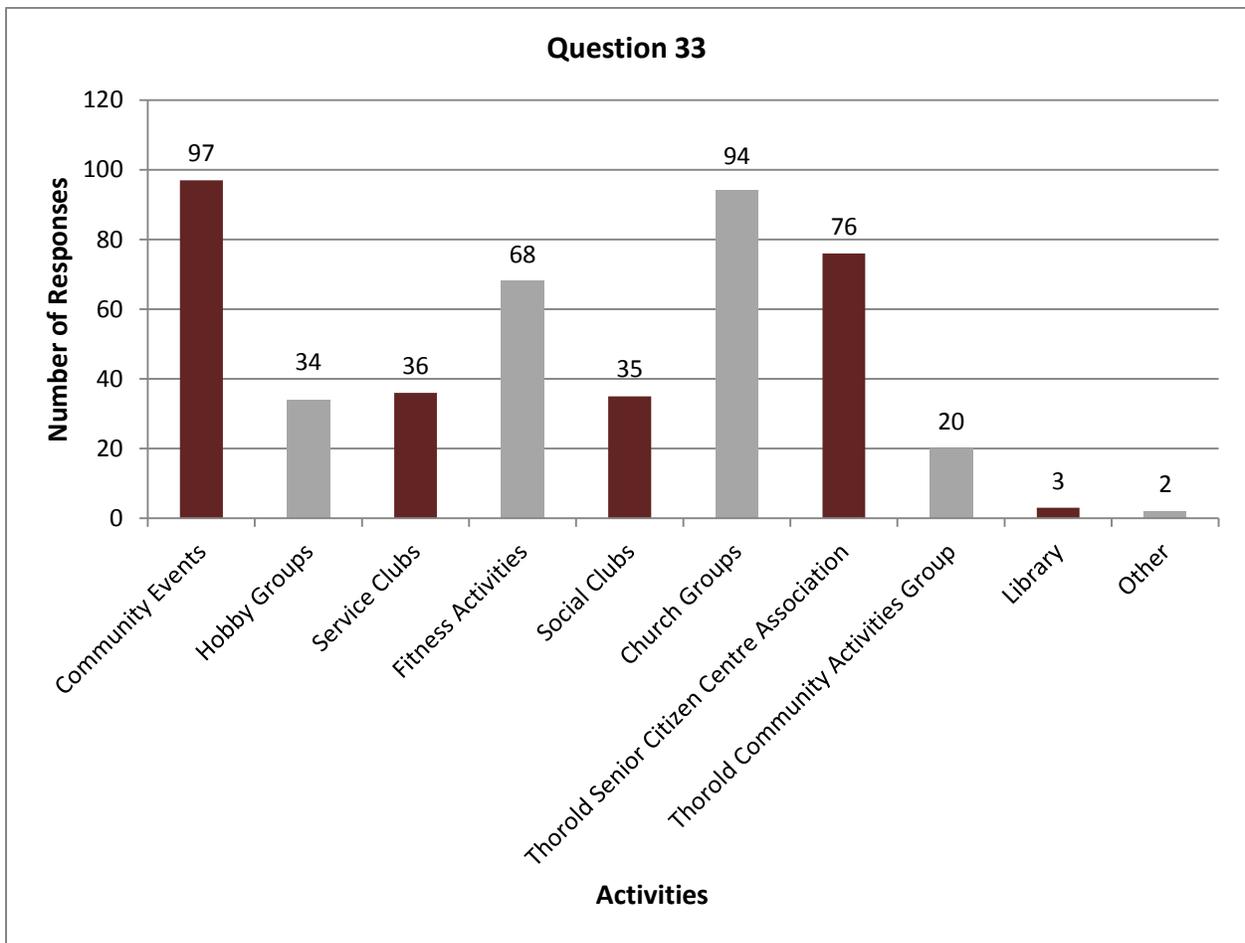
Graph 55: Activities and Events are Accessible for All



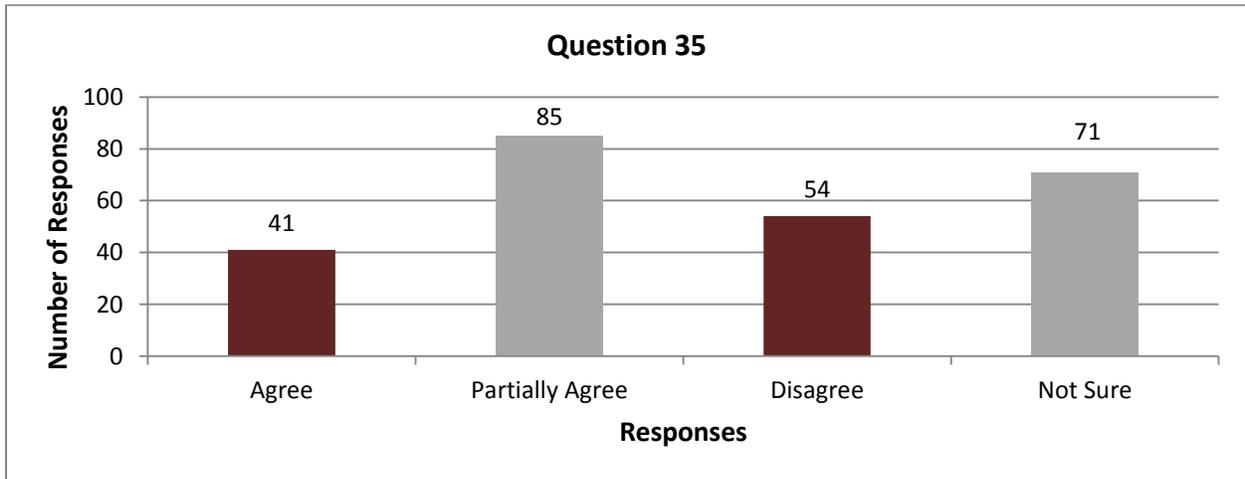
Graph 56: Activities and Events are Generally Affordable



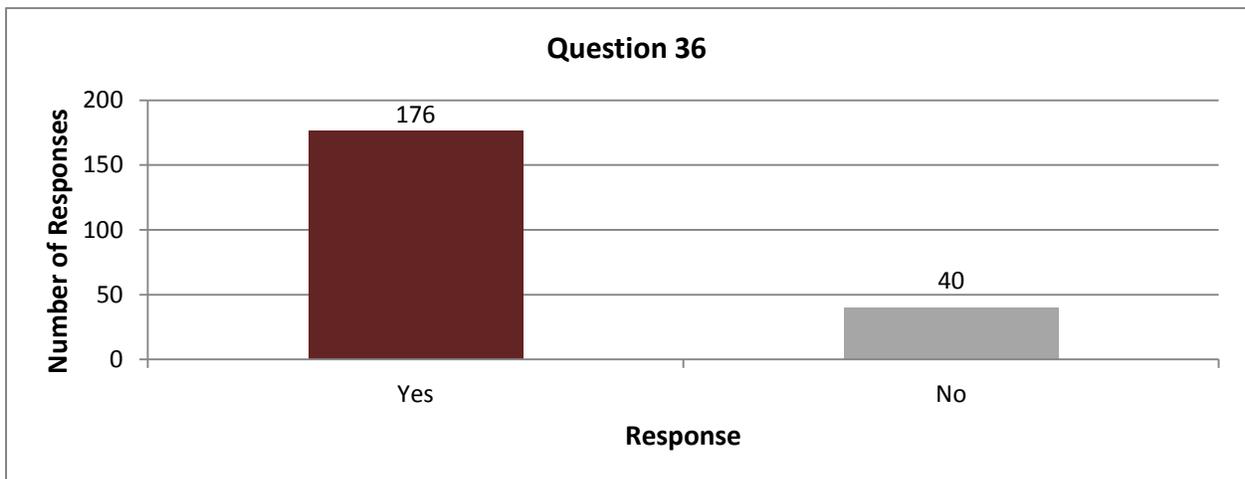
Graph 57: I Participate in...



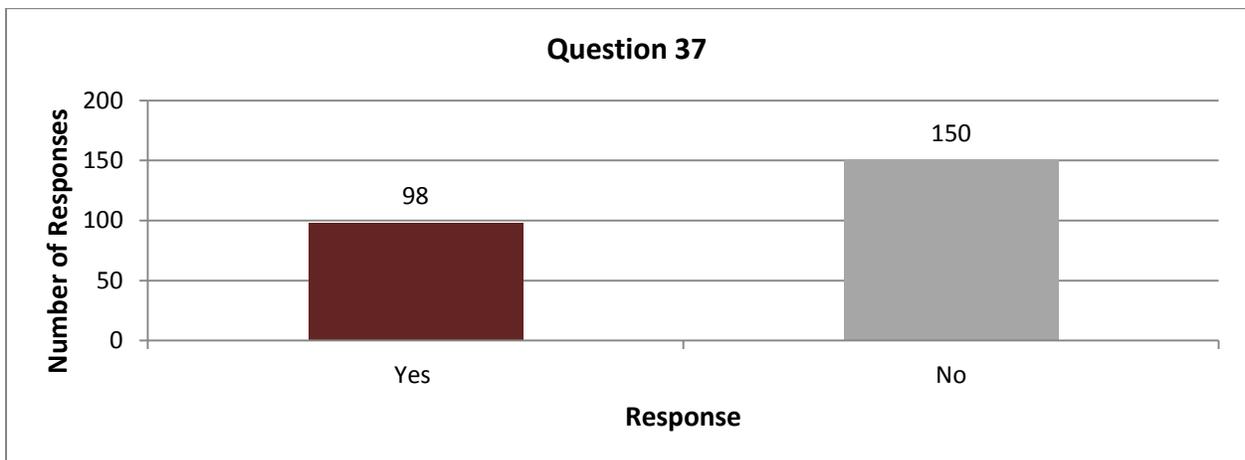
Graph 58: City Council Considers the Needs of Your Age Group in their Planning Process



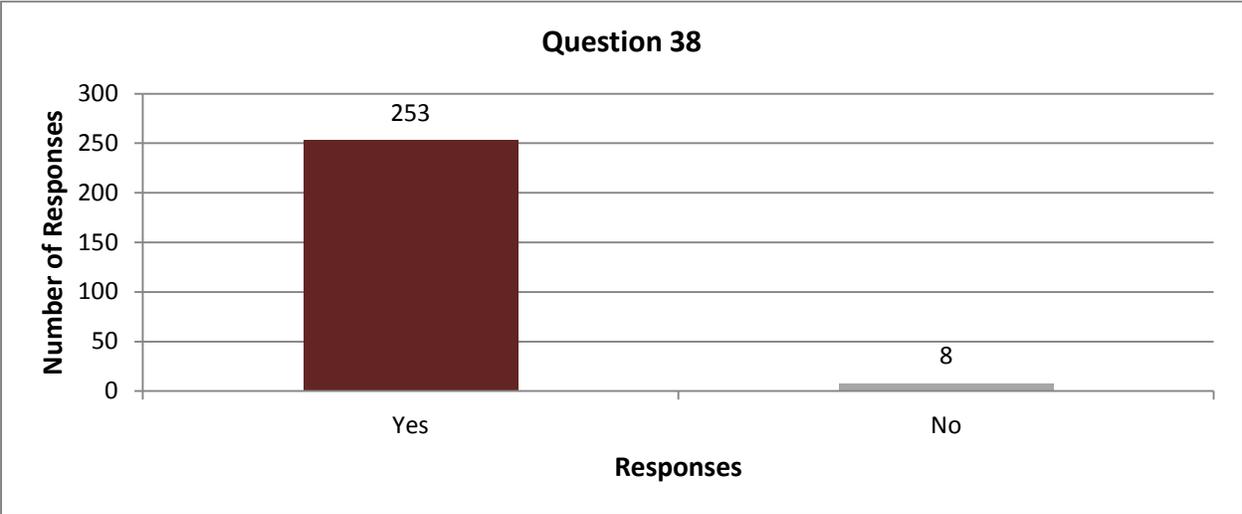
Graph 59: There are Volunteer Opportunities for my Age Group in Thorold



Graph 60: I Currently Volunteer



Graph 61: I am Aware that there is a Seniors' Centre in Thorold



Graph 62: I Attend the Thorold Seniors' Centre

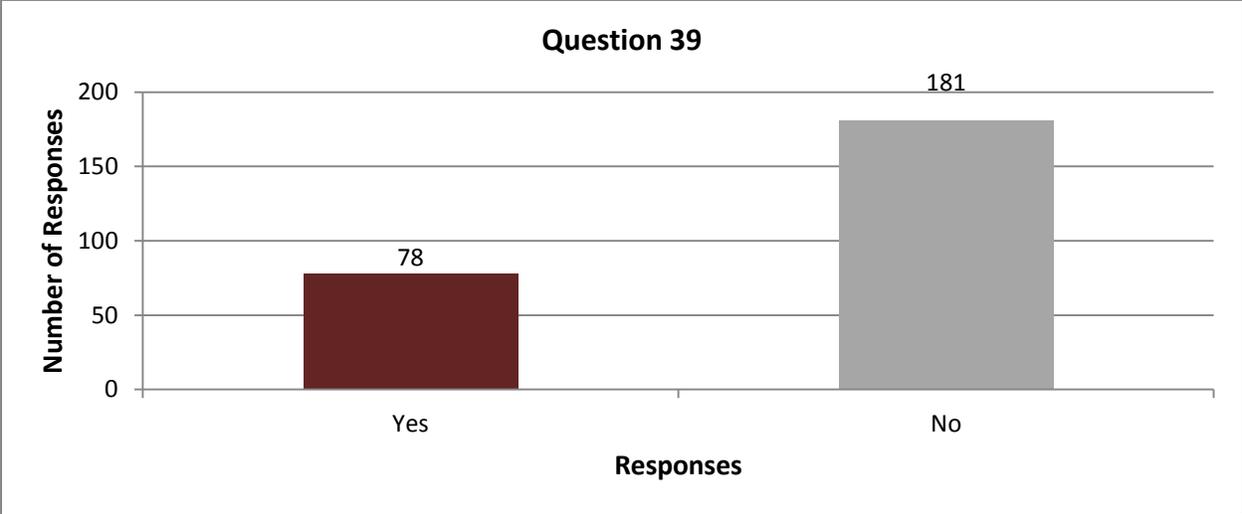


Table 6 summarizes the respondents' suggestions on the various ways to improve the social and civic participation/recreation in Thorold. Similar suggestions have been grouped together, with the total number represented by "n=" after the comment.

Table 6: Social and Civic Participation/Recreation in Thorold: Suggested Improvements

<p>Thorold Proper</p>	<p>More activities at the Seniors' Centre (n=5)</p> <p>More activities at Battle of Beaverdams park (n=1) Monitor the sound at Battle of Beaverdams park (n=1) Use Bandshell more often (n=1)</p> <p>Day trips for seniors (n=1) Inexpensive clubs and activities needed (n=1) Build a bowling alley (n=1) Recreational/community centre for all ages (n=4) More community events (Christmas parade, car show, sidewalk sale) (n=1) More activities and more varied activities (n=1) Indoor/outdoor community pool (n=2) More activities at Nick Basciano Centre (Thorold Community Activities Group) (n=1)</p> <p>Council and mayor have not fought to keep businesses in Thorold (n=1) Recreational budget more balanced (less on the arena) (n=1)</p>
<p>Thorold South</p>	<p>Have more free concerts/outdoor events (n=1) Upper floor of seniors' building should be kept for seniors (n=1) Have a website dedicated to social and civic participation/recreation (n=1) More afternoon activities (n=1) Walking trails not on hydro land (n=1) Empty property to be given/rented for community garden (n=1)</p>
<p>Allanburg & St. Johns</p>	<p>No comments provided from Allanburg and St. Johns</p>



Communication and Information in Thorold

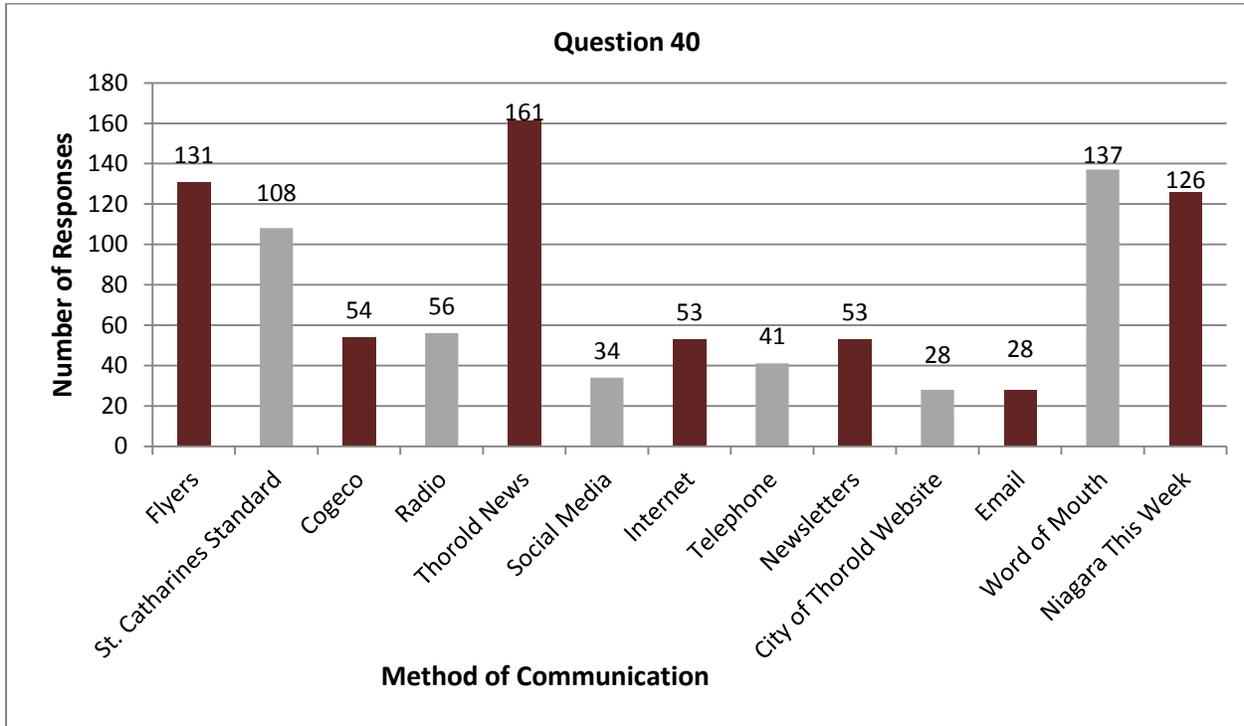
Communication and Information

Across all geographical areas in Thorold, most of the respondents stated they currently receive communication regarding activities, events, and news by Thorold News. Alternatively, internet sources such as social media, websites, and email were consistently the lowest form of receiving communication (graphs 63, 64, 65, and 66). The respondents then provided their most preferred methods of communication for receiving information, community updates, events, and important notices (table 7). Results showed the top three overall communication methods were flyers, Thorold News, and email/newspaper.

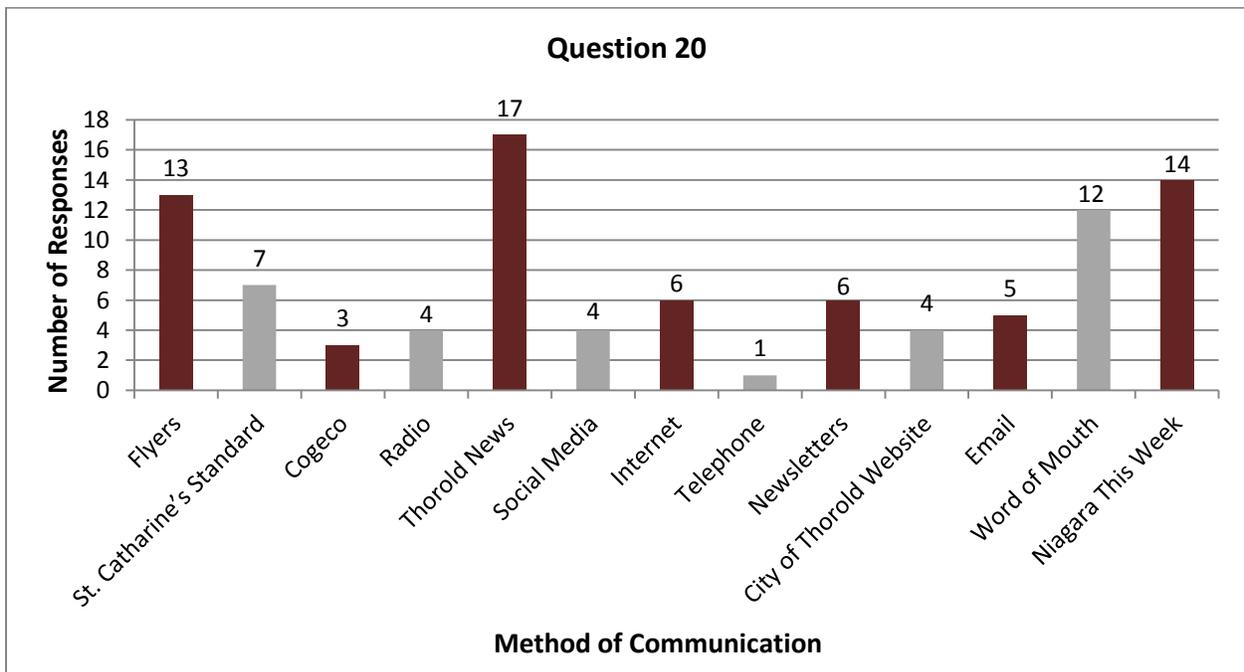
Many respondents listed various websites as their preferred method of communication. Categories were minimized to simplify the data representation; the City of Thorold website and the Public Library website were both classified under 'internet sources'. Additionally, the respondents listed multiple locations to access flyers and advertisements for information about community updates, events, and important notifications. Rather than including all of the specific locations to access flyers, the umbrella term 'flyers' was used to encompass all locations into one category. Areas where individuals would like to see flyers displayed include: mail (n = 2), Town Board (n = 4), Legion (n = 1), Senior Centre (n = 6), Canadian Corps Unit (n = 1), Stores (n = 4), Library (n = 3), Community Billboard (n = 2), Church Bulletin Board (n = 3), and the Notice Board on Sullivan (n = 2) (table 7).

As for being able to find assistance with filling out official forms and documentation, 41% (n=104) of respondents stated they were able to find someone for assistance, while 43% (n=108) did not require assistance (graph 67). Forty three percent (n=105) of the respondents agreed that they were able to find access to receive training on current communication tools (graph 68).

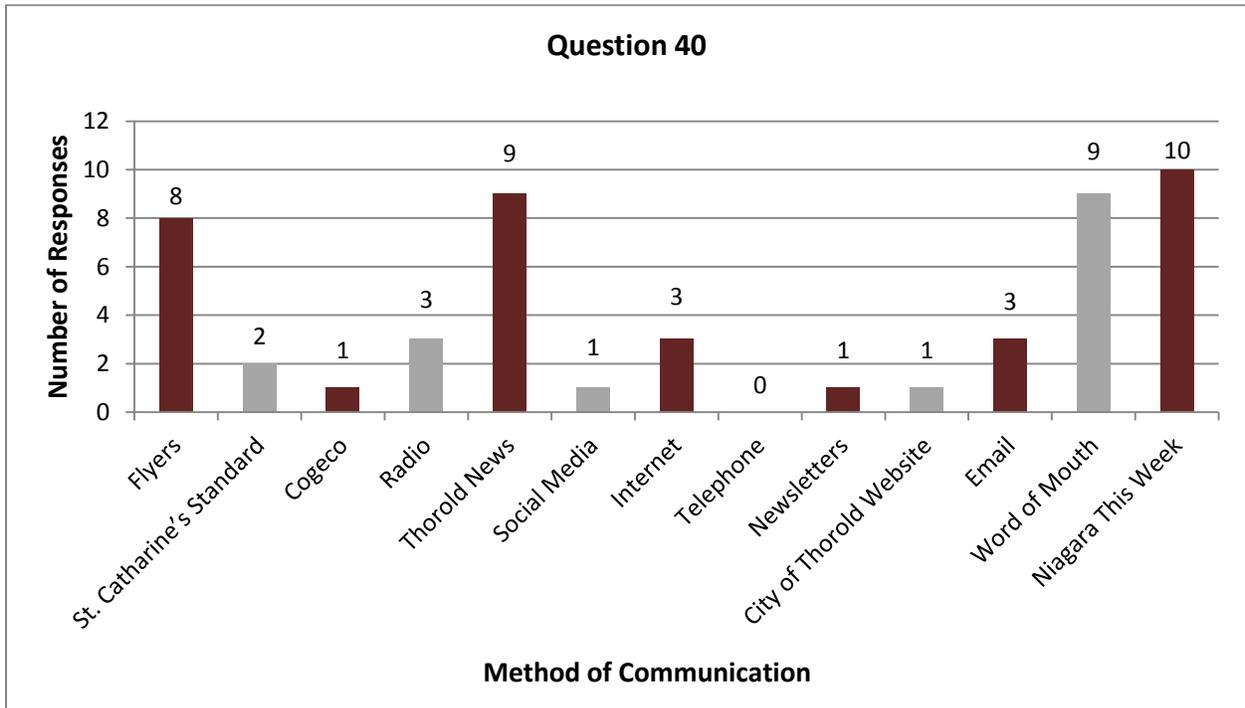
Graph 63: How do you Currently Receive your Communication about Activities, Events and News? (Thorold Proper)



Graph 64: How do you Currently Receive your Communication about Activities, Events and News? (Thorold South)



Graph 65: How do you Currently Receive your Communication about Activities, Events and News? (Port Robinson)



Graph 66: How do you Currently Receive your Communication about Activities, Events and News? (Allanburg & St. Johns)

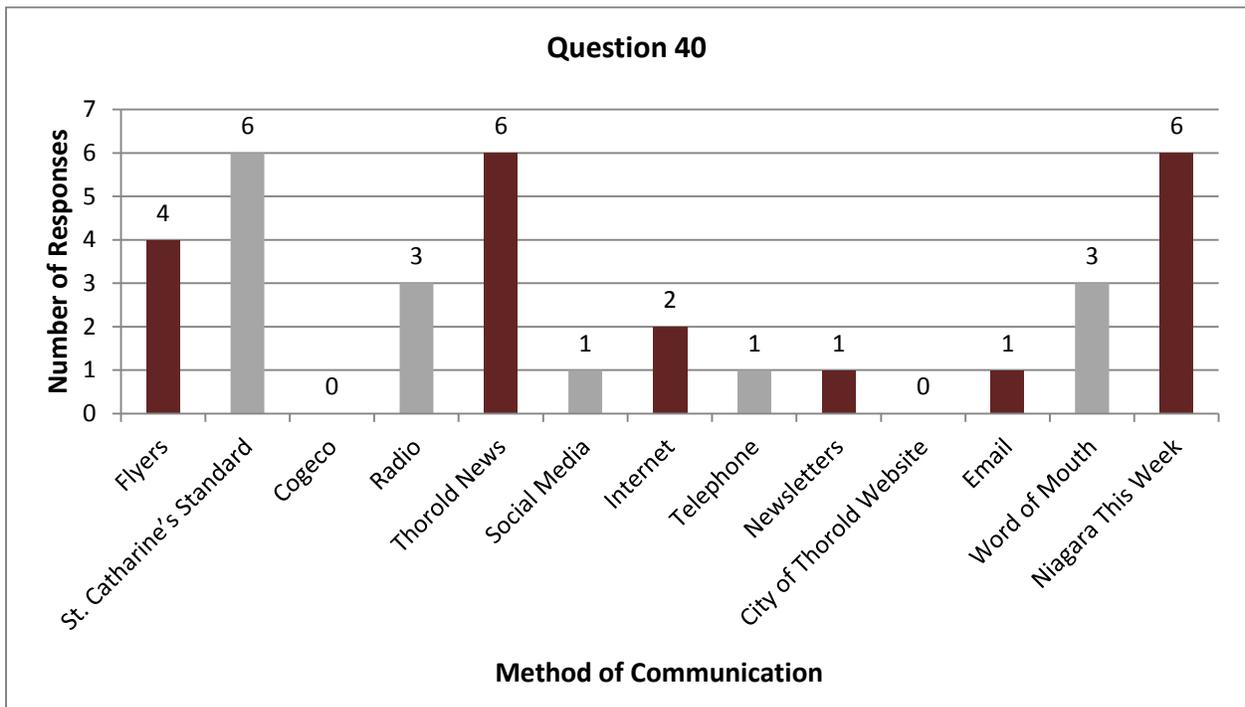
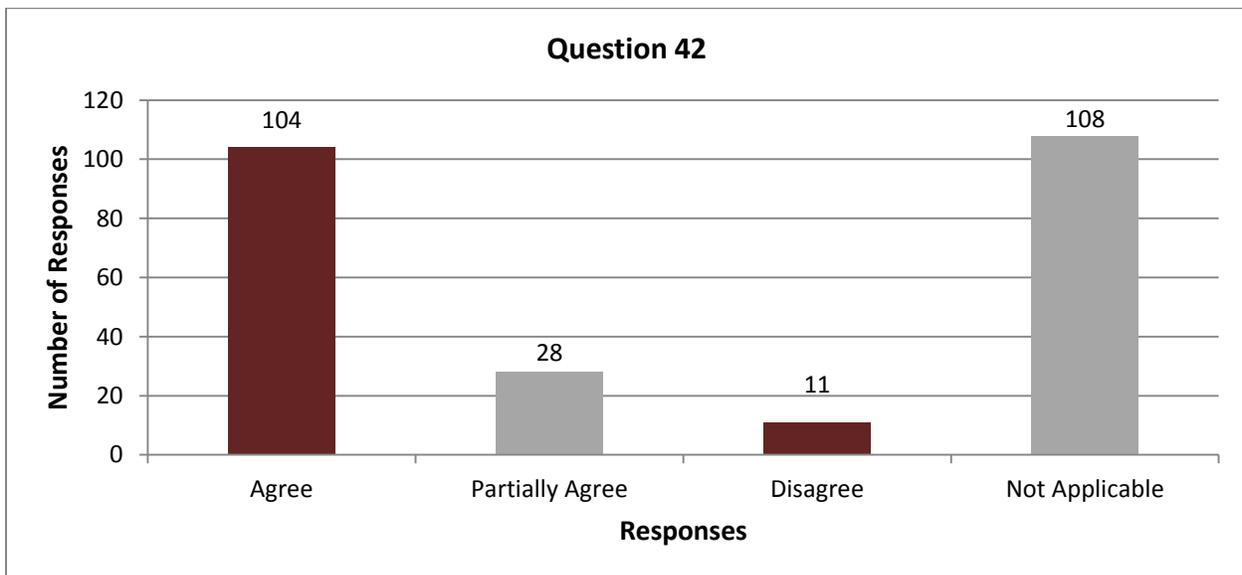


Table 7: List Top 3 Preferred Ways to Receive Information & Community Updates, Events, & Important Notices

Question 41				
Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	Overall Top 3 ways:
1 – Flyers 2 – Thorold News 3 – Newspaper 4 – Email 5 – Internet 6 – Mail 7 – TV/Cogeco 8 – Radio, Phone 9 – Newsletter 10 – Niagara This Week 11 – St. Catharines Standard 12 – Word of Mouth 13 – Social Media	1 – Flyers 2 – Email, Internet 3 – Mail, Newspaper Radio 4 – TV/Cogeco, Phone, Newsletter, Word of Mouth, St. Catharines Standard	1 – Email 2 – Newspaper 3 – Niagara This Week, Thorold News 4 – Flyers, Social Media, St Catharines Standard 5 – Mail, Internet, Newsletter	1 – Email, Thorold News, Newspaper 2 – Mail 3 – TV/Cogeco, Internet, Niagara This Week, Flyers, Social Media	1 – Flyers 2 – Thorold News 3 – Email

* Note: Listed in order of most preferred method. (1 = most preferred, working down the list to less preferred methods)

Graph 67: I am Able to Find Someone to help me Fill out Official Documentation and Forms When Required.



Graph 68: I can Find Access to Receive Training for Current Communication Tools Such as Computers, Cell Phones, Internet Use, etc.

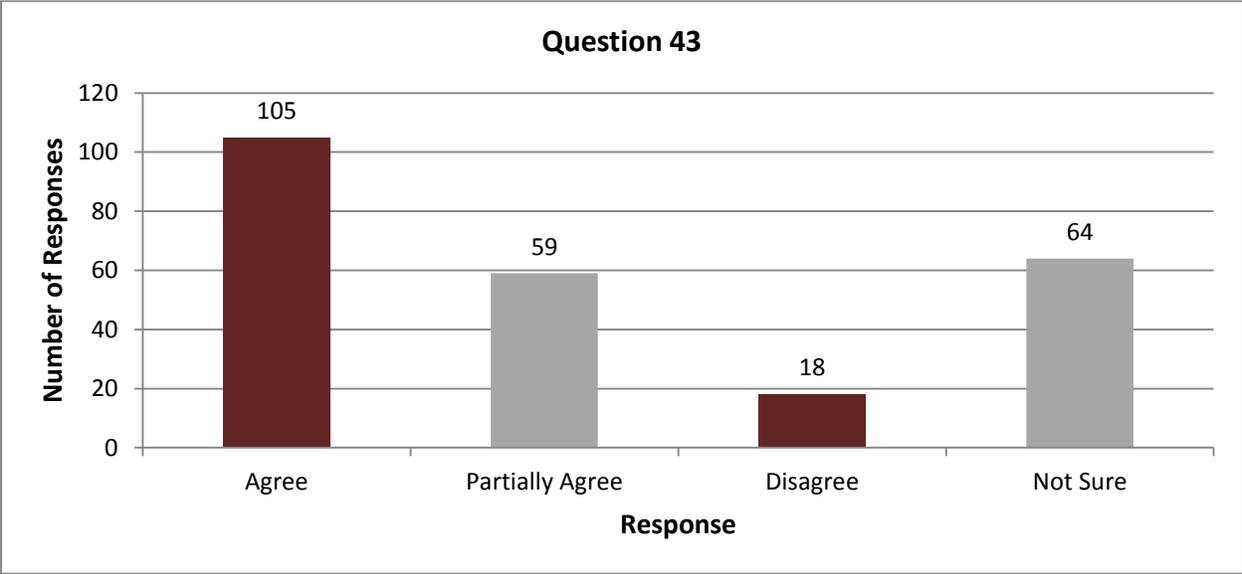


Table 8 summarizes the respondents' suggestions on the various ways to improve the communication and information in Thorold. Similar suggestions have been grouped together, with the total number represented by "n=" after the comment.

Table 8: Communication and Information in Thorold: Suggested Improvements

<p>Thorold Proper</p>	<p>More Facebook/library advertisements (n=2) Better advertisements for volunteer opportunities (n=1) Community kiosk downtown for flyers (n=1)</p> <p>Delivery of Thorold News and Niagara This Week (n=1) Thorold News – update information and promotions (n=1)</p> <p>Use a group email to collect information and communicate (n=1)</p> <p>Improve City of Thorold website with more frequent updates (n=4) Newsletter from the city (n=2)</p> <p>Make information more accessible/handicap friendly (n=1) Use other forms of communication than electronic (n=1) Discussions/presentations at Thorold Seniors' Centre regarding events (n=1) Computer/Facebook classes (n=4) MP and MPP need regular hours for contact (n=1) Inform of service interruption (water/hydro) (n=1) Inform seniors about available grants (n=1) Better information regarding Niagara Regional Public Health and how to access (n=1) Better information regarding regional housing (n=1) Better information regarding available services (n=2) Have a flyer/newsletter mailed out that highlights perks for seniors (n=1)</p>
<p>Thorold South</p>	<p>Send out newsletters (n=1) Use radio/flyers (n=1) Information about social clubs in the 55-59 age bracket (n=1) More information on senior housing (n=1)</p>
<p>Port Robinson</p>	<p>No Comments provided from Port Robinson</p>
<p>Allanburg & St. Johns</p>	<p>No comments provided from Allanburg and St. Johns</p>



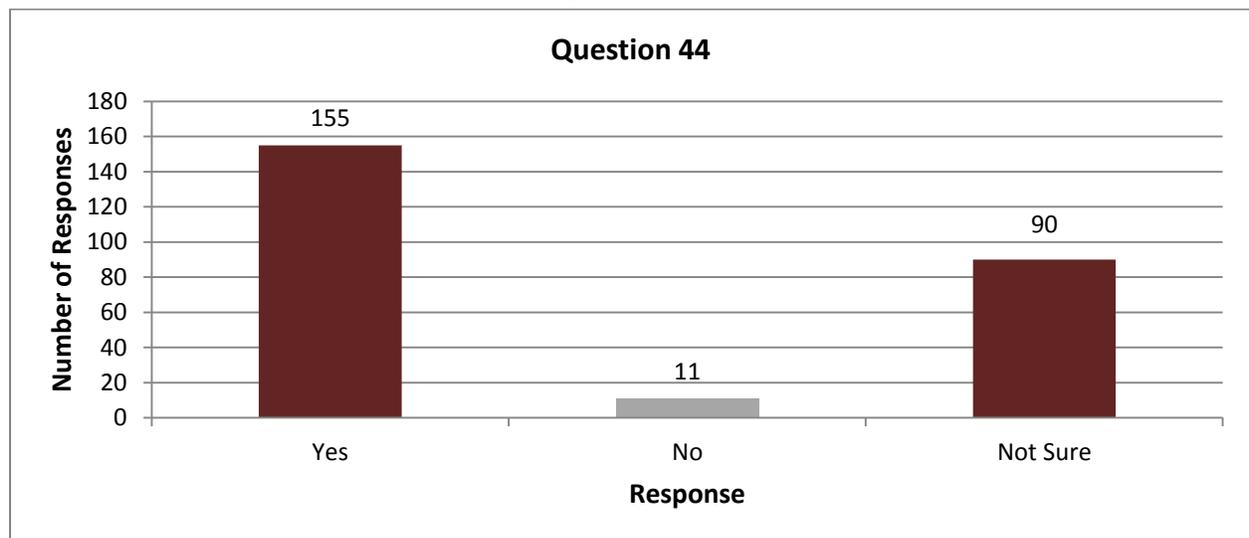
Health Services and Community Supports in Thorold

Health Services & Community Supports

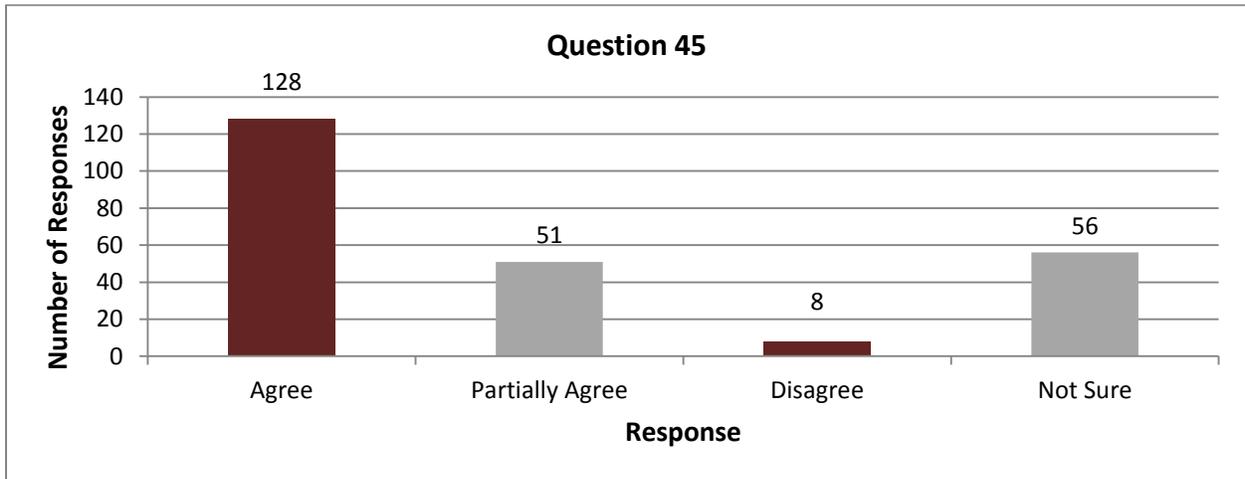
The majority of respondents, 61% (n=155) believe that adequate home delivery services are available to them (graph 69); and 53% (n=128) agree that local businesses and services make an extra effort to accommodate their particular health needs (graph 70).

In regards to how well services are being met, respondents ranked each service on a scale from “excellent” to “poor”; many of the results were split between 2 categories outlined below and in the multiple graphs for question 46. (The category of “not applicable” is omitted from the following discussion). Regional health services were ranked as 40% (n=98) good, and 18% (n=44) fair (graph 71). Recreation services were ranked as 42% (n=106) good, and 27% (n=69) fair (graph 72). Parks and outdoor spaces were ranked as 45% (n=111) good, and 25% (n=62) fair (graph 73). Social clubs were ranked as 43% (n=106) good, and 20% (n=51) fair (graph 74). Grocery services were ranked as 52% (n=125) good, and 17% (n=41) excellent (graph 75). Retail services were ranked as 37% (n=87) good, and 33% (n=77) fair (graph 76). Banking services were ranked as 46% (n=112) good, and 29% (n=72) excellent (graph 77). Government services were ranked as 32% (n=72) poor, and 24% (n=53) fair (graph 78). Legal services were ranked at 33% (n=77) good, and 23% (n=52) fair (graph 79).

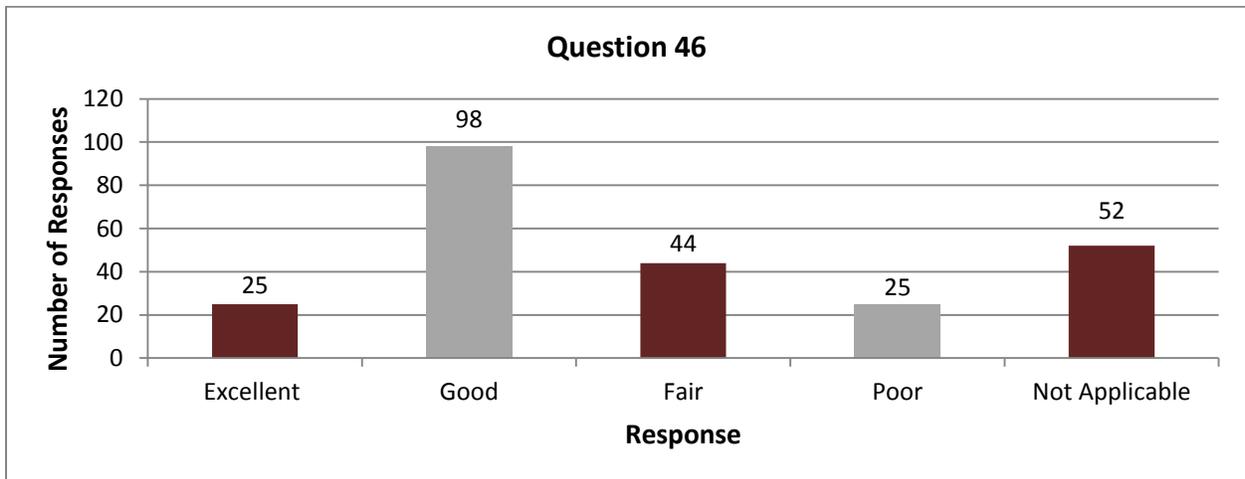
Graph 69: Adequate Home Delivery Services are Available to me in Thorold



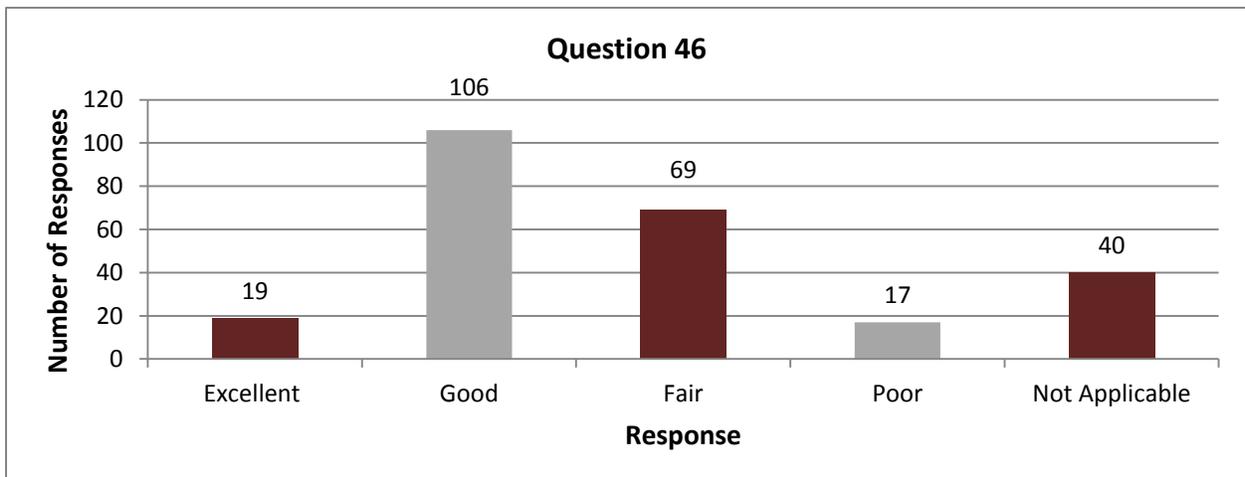
Graph 70: Local Businesses and Services Make Extra Efforts to Accommodate my Particular Health Needs



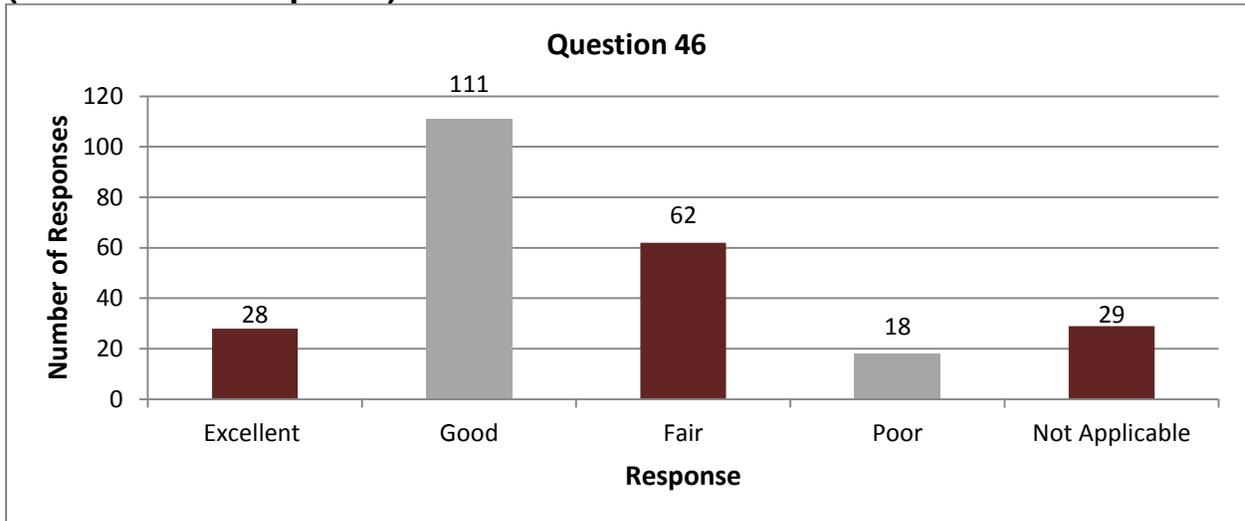
Graph 71: Do These Services Meet Your Needs in Thorold (Regional Health Services)



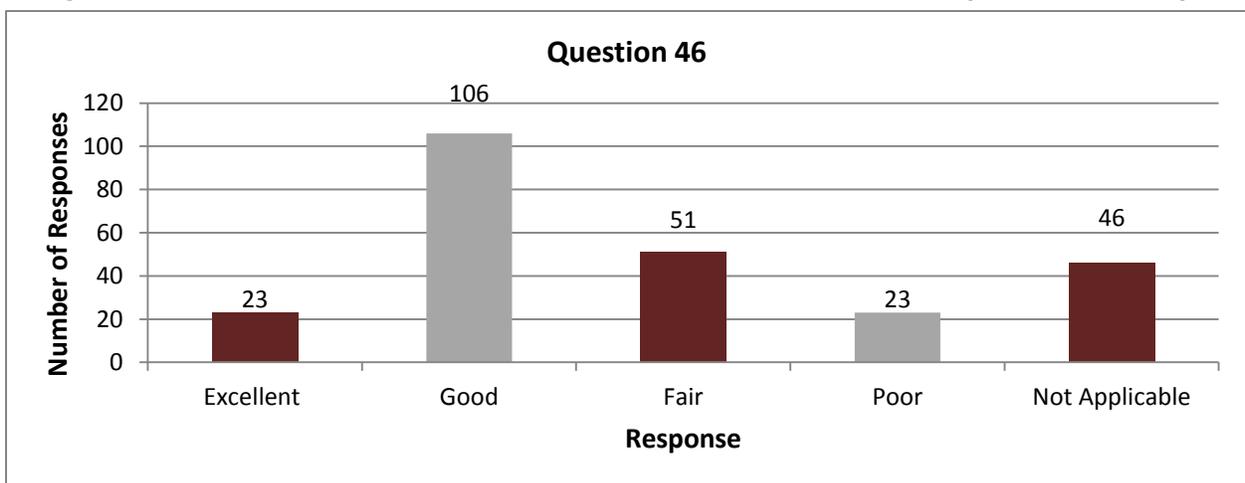
Graph 72: Do These Services Meet Your Needs in Thorold (Recreation)



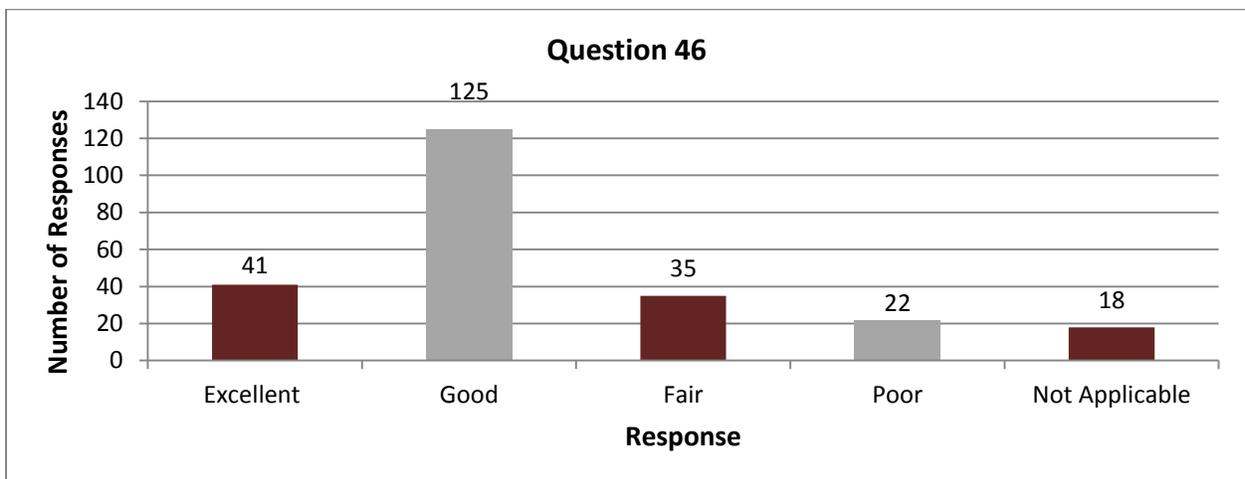
Graph 73: Do These Services Meet Your Needs in Thorold (Parks/Outdoor Spaces)



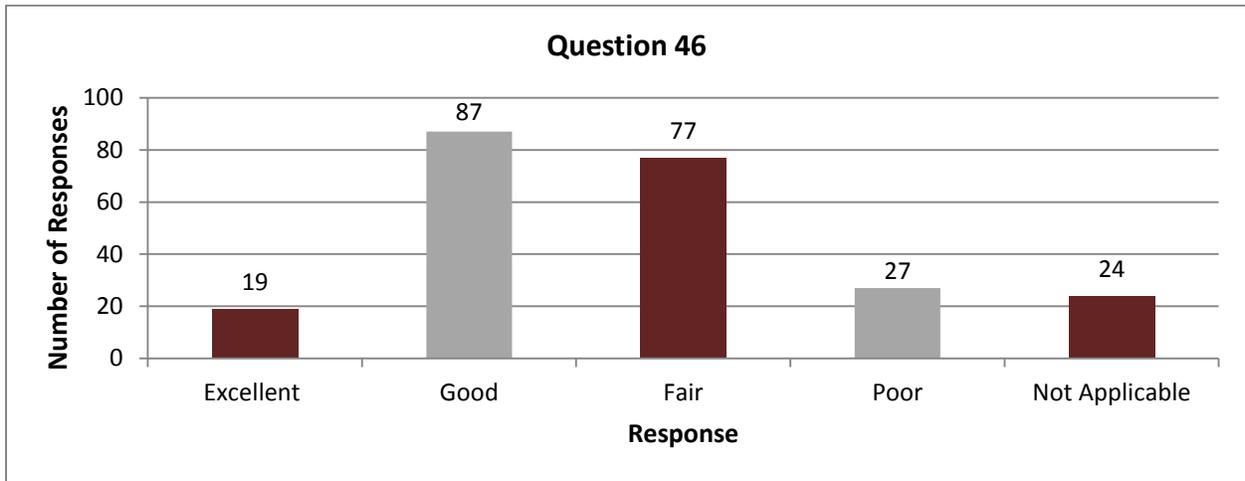
Graph 74: Do These Services Meet Your Needs in Thorold (Social Clubs)



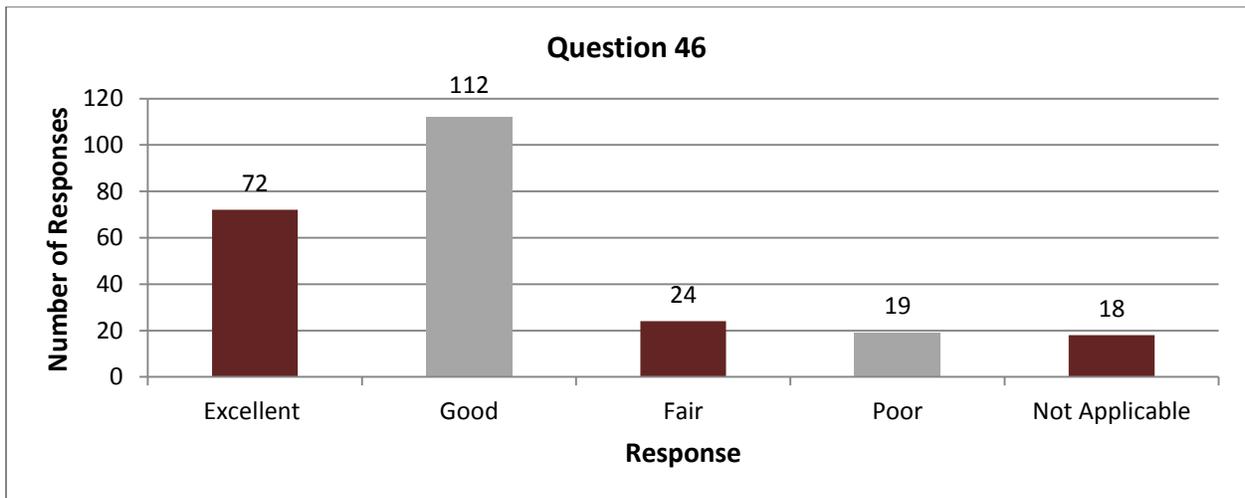
Graph 75: Do These Services Meet Your Needs in Thorold (Groceries)



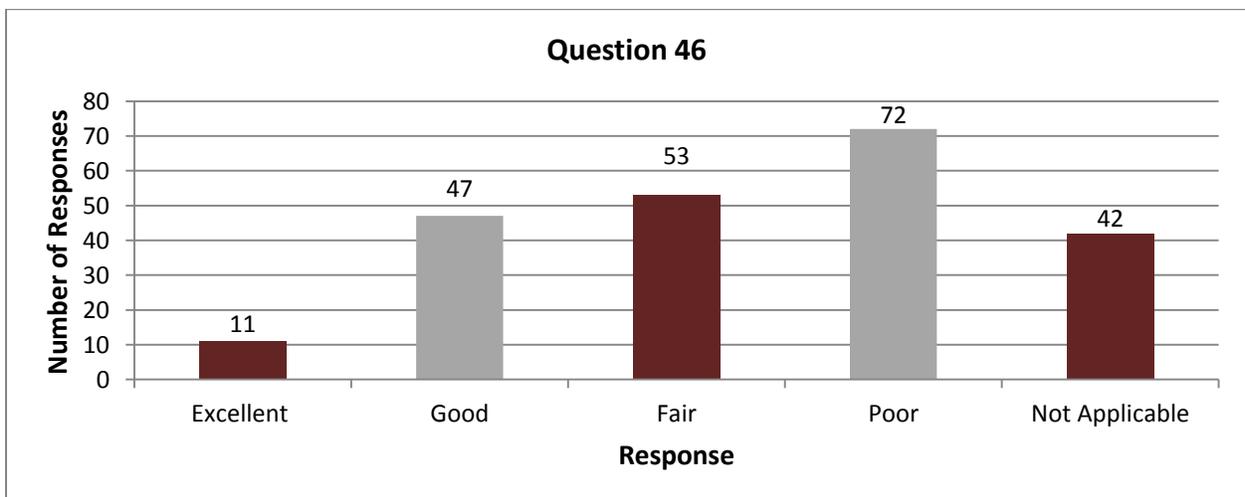
Graph 76: Do These Services Meet Your Needs in Thorold (Retail)



Graph 77: Do These Services Meet Your Needs in Thorold (Banking)



Graph 78: Do These Services Meet Your Needs in Thorold (Government Services)



Graph 79: Do These Services Meet Your Needs in Thorold (Legal Services)

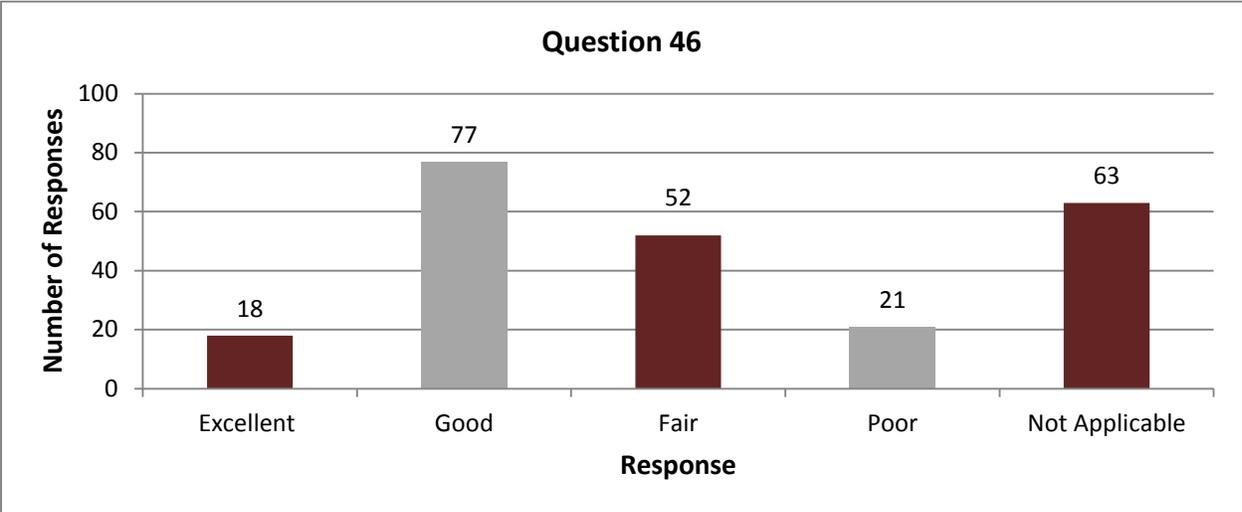


Table 9 summarizes the respondents' suggestions on the various ways to improve the health services and community supports in Thorold. Similar suggestions have been grouped together, with the total number represented by "n=" after the comment.

Table 9: Health Services & Community Support in Thorold: Suggested Improvements

Thorold Proper	<p>Cheaper grocery store/more grocery store options (n=3) Online grocery ordering (n=1)</p> <p>Have a walk-in/urgent care clinic and open late/Saturdays (n=10) Newer, up to date, larger medical centre (n=2) Doctor house calls (n=1) More doctors (n=4) More nurse practitioners (n=1)</p> <p>Bring back the LCBO (n=7) Bring back Service Ontario (n=6) Bring back Life Labs/x-ray clinic (n=10) Bring back hardware store (n=5) Bring back retail (n=1) Bring back restaurants (n=2)</p> <p>Bring back banks (n=3) Bank kiosks (n=1) Have the bank open on Saturdays (n=1)</p> <p>Reasonably priced/free snow clearing service (n=3) Vibrant downtown community (n=1) Community care space (n=1) Town meetings (2) More health funding and community support (n=1) Have the vet open on Saturdays (n=1) Need a police station (n=1) Have qualified help for repairs/services in the home (n=1) Volunteer drivers for appointments, etc. (n=3)</p>
Thorold South	<p>Grocery store and department store (n=1) Provide shingles vaccine free of charge or cover some of the fees (n=1) Subsidized day care (n=1)</p>
Port Robinson	<p>No comments provided from Port Robinson</p>
Allanburg & St. Johns	<p>Doctor's office (n=1) Blood lab/clinic (n=1)</p>

Table 10 below, lists the domains of an Age-Friendly community that the respondents feel are the most important for Thorold City Council to address. The overall ranking priorities of domains are listed from one, most important, to six, least important, for all of Thorold . Housing and living was ranked as most important by respondents and social and civic participation/recreation was ranked as the least important.

Table 10 : Rank in Order of Priority the Categories you Feel are Most Important for City Council to Address: #1 being the highest priority to #6 being the lowest

Question 47	
Domain of Age-Friendly Communities	Ranking (1=most important, 6=least important)
Housing and Living	1
Health Services and Community Supports	2
Transportation	3
Communication and Information	4
Public and Outdoor Spaces/Buildings	5
Social and Civic Participation/Recreation	6

Discussion

The writers modified categories and grouped like terms together to enhance the readability and comprehension of the response summaries for some questions in the older adults (55+) living in Thorold survey; specifically questions 23 and 41. This is further described within the results section for these questions.

When comparing the two surveys; (1) the business, health and service providers or caregivers assisting older adults (55+) in Thorold and (2) the older adults (55+) living in Thorold survey, the findings showed similar identification of the needs of older adults in Thorold. Three of the greatest needs highlighted by the business survey included home support, long-term care, and health care. These needs directly aligned with the results from the older adult's survey. The respondents acknowledged their needs for various home support services to remain living in their homes and believed there were not enough available to them. Additionally, respondents agreed that there was a lack of assisted living options and that the wait times for entry were unreasonable. In regards to health services, the respondents emphasized the need for increased local services such as doctors; a Life Labs clinic; as well as medical, walk-in, and x-ray clinics.

Challenges and Limitations

During data analysis of the older adults (55+) living in Thorold survey, the authors observed several inconsistencies and questions answered incorrectly. In questions 10 and 11, the respondents were first asked if they required accessible parking and then asked if they believed there was adequate accessible parking in Thorold. Only 32% (n = 81) of respondents required accessible parking; however 75% (n = 192) respondents provided a direct response on whether or not they believed there was adequate accessible parking. This could potentially skew the actual results as such a large number of respondents did not actually use this service. Similarly, in questions 14, 15, and 16, only 11% (n = 27) of respondents identified that they used public transportation, however a much larger number of respondents believed public transportation was reliable, affordable, and served their destinations. Again, these responses could potentially skew the actual result, as more individuals provided their input on the quality of the service even though they did not actually use it.

In question 47, respondents were asked to rank each domain in order of priority that they feel should be address by City Council, given a numerical value from 1 (most important) to 6 (least important). On a total of 55 surveys (21%) this question was misinterpreted by the respondents. Some individuals placed 'x's' or check marks in place of numbers, and some did not provide a rank for each domain, or listed the same rank for multiple domain, example: there were three domains given priority level 1.

Additionally, a total of 16 surveys (4%) were submitted incomplete; meaning a minimum of one full page was left blank.

Next Steps

The Age-Friendly Committee will use the findings from this report to formulate a Thorold Aging Strategy and Action Plan. The goals and initiatives included within this plan will be developed utilizing the guide tools and strategies set in place for Age-Friendly communities by the WHO, Association of Municipalities Ontario's initiative, and the Niagara Aging Strategy and Action Plan. The action plan for Thorold will address ways to improve the organizational structure and services within the city to improve the accessibility and suitability for older adults with varying needs and abilities. The ultimate goal will be to ensure older adults can be active, healthy, and remain living in their own community throughout their aging process. It is anticipated that the Thorold Aging Strategy and Action Plan will be presented to the Thorold City Council for consideration in June 2017.

References

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Appendix A



City of Thorold
Where Hope Takes The Reins

Age Friendly Needs Assessment Survey
Statistical Information to be completed by Business, Health and Service Providers or Caregivers Assisting Older Adults (55+) Living in the City of Thorold

1) You are a...

Business Health Provider Caregiver Service Provider

Name of Business or Provider (optional) _____

Age Group Served (Check all that apply)

55-59 60-64 65-70 71-75 76-80
 81-85 86-90 91-95 Over 96

2) Located in...

Thorold Niagara Region (Other than Thorold)
 Other (please specify): _____

3) What best describes the services that you are providing (Check all that apply below)

<input type="checkbox"/> Retailer/Business	<input type="checkbox"/> Home support
<input type="checkbox"/> Faith base organization	<input type="checkbox"/> Health Care
<input type="checkbox"/> Government	<input type="checkbox"/> Social Services
<input type="checkbox"/> Retirement Home	<input type="checkbox"/> Educational Institution
<input type="checkbox"/> Recreation	<input type="checkbox"/> Supportive Housing
<input type="checkbox"/> Long term care	<input type="checkbox"/> Independent service provider
<input type="checkbox"/> Caregiver (family or friend) for Thorold resident	<input type="checkbox"/> Other (please specify): _____

4) Did you also complete the City of Thorold Older Adults Survey?

Yes No

Page 1 of 4 Please turn over page

5) What percentage of your clients are aged 55 or older? _____

6) Of your clients who are aged 55+, what percentage fall within the following categories?

Well Fit	Require some support with activities of daily living	Require 24-hour support
%	%	%

7) Does the business community, health/service providers and various level of government work in partnership to maximize benefits to Thorold's aging population?

Yes No On occasion Not Sure

8) To what extent are needs of older adults in Thorold met related to each of the following?

	Not available	Available to some	Sufficiently Available
a) Living at home as long as wanted			
b) Maintaining home and property			
c) Being involved in social activities			
d) Being involved in recreation activities			
e) Being involved in sports			
f) Exercising			
g) Involvement in religious or spiritual practices			
h) Doing hobbies			
i) Staying connected with friends			
j) Staying connected with family			
k) Working			
l) Volunteering			
m) Interacting with younger people			
n) Transportation			

9) What are the 3 greatest needs or gaps in service for older people? (Check up to three (3))

<input type="checkbox"/> Home support	<input type="checkbox"/> Health Care
<input type="checkbox"/> Faith base organization	<input type="checkbox"/> Social Services
<input type="checkbox"/> Government	<input type="checkbox"/> Educational Institution
<input type="checkbox"/> Retirement Home	<input type="checkbox"/> Supportive Housing
<input type="checkbox"/> Recreation	<input type="checkbox"/> Independent service provider
<input type="checkbox"/> Long term care	<input type="checkbox"/> Retailer/Business
<input type="checkbox"/> Other (please specify): _____	

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10) Do you have a waiting list for any of your services or activities? (if yes, please provide comment on wait times)

Yes No

Comments: _____

11) Which of the following modes of transportation do your clients use? (check all that apply)

<input type="checkbox"/> Drive self	<input type="checkbox"/> Cycling	<input type="checkbox"/> Walk
<input type="checkbox"/> Motorized Scooter	<input type="checkbox"/> City Bus	<input type="checkbox"/> Taxi
<input type="checkbox"/> Driven by family member or friend	<input type="checkbox"/> Paratransit/Niagara Specialized Transit	<input type="checkbox"/> Other (Please specify): _____
<input type="checkbox"/> Unknown		

12) The closest bus stop to my business or service is

Less than 1 block 1-4 blocks 5 blocks or more Don't know

13) Do you refer clients to other service providers?

Yes On occasion No Not sure

14) Do you receive referrals of clients from other service providers?

Yes On occasion No Not sure

15) Does your organization offer opportunities for seniors to participate?

Yes No If Yes, please explain: _____

16) How do you communicate with your clients? (check all that apply)

<input type="checkbox"/> Newspaper	<input type="checkbox"/> Flyers
<input type="checkbox"/> Newsletters	<input type="checkbox"/> Email
<input type="checkbox"/> Social Media	<input type="checkbox"/> Word of Mouth
<input type="checkbox"/> Phone	<input type="checkbox"/> Radio
<input type="checkbox"/> Television	<input type="checkbox"/> Other (please specify): _____

Please provide specific name of publication or outlet identified above.

Page 3 of 4 Please turn over page

What other initiatives could increase the quality of life of a senior in Thorold?

Thank you.

The City of Thorold adheres to the Municipal Freedom of Information and Protection of Privacy Act regarding the collection, use, disclosure and retention of personal information. Personal information on this form is collected under the authority of the Municipal Act, 2001 and will be used for the completion of the Age-Friendly Needs Assessment Survey. Questions about this collection should be directed to the City Clerk's Office at 905-227-6613.

The City of Thorold is committed to complying with Accessibility for Ontarians with Disabilities Act, should you require this survey in an alternate format, please contact the City Clerk's Office at 905-227-6613.

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Appendix B

Age-Friendly Needs Assessment – Business, Health and Service Providers or Caregivers Survey Summary

	Business	Health Provider	Service Provider	Total
Location (n = 51)				
Thorold	40	5	3	48 (94%)
Niagara Region	2		1	3 (6%)
#2 - Age Group Served (Check all that apply)				
55-59	37	4	4	45 (88%)
60-64	35	5	4	44 (86%)
65-70	35	4	4	43 (84%)
71-75	34	4	4	42 (82%)
76-80	33	4	4	41 (80%)
81-85	30	4	4	38 (75%)
86-90	26	4	4	34 (67%)
91-95	26	4	3	33 (65%)
Over 96	19	3	3	25 (49%)
#3 - Services Provided:				
Retailer/Business	36	1		37 (73%)
Faith base organization				-
Government			1	1 (2%)
Retirement Home	3	1		4 (8%)
Recreation	4	1		3 (6%)
Long Term Care				-
Caregiver	2			2 (4%)
Home Support				-
Health Care	5	4		9 (18%)
Social Services		1	1	2 (4%)
Educational institution			1	1 (2%)
Supportive Housing				-
Independent Serv. Prov.	1		1	2 (4%)
Other	1		1	2 (4%)
#4 - Did you also complete the older adult survey? (n = 49)				
Yes	4			4 (8%)
No	36	5	4	45 (92%)

#5 - What percentage of clients servers are 55+? (n = 45)				
0-20	2		1	3 (7%)
21-40	7	1	1	9 (20%)
41-60	20	1	1	22 (49%)
61-80	3	2		3 (7%)
81-100	5	1	2	8 (18%)
#6 - Of clients 55+, what percent fall within these categories:				
Well Fit (n = 33)				
0-25%	3			3 (9%)
26-50%	6	1		7 (21%)
51-75%	2	3		5 (15%)
75-100%	16		2	18 (55%)
Require some support (n = 26)				
0-25%	14	1	1	16 (62%)
26-50%	2	3		5 (19%)
51-75%	3			3 (12%)
76-100%	1	1		2 (8%)
Require 24-hr support (n = 16)				
0-25%	11	4	1	16 (100%)
26-50%				-
51-75%				-
76-100%				-
#7 - Does the business community, health/service providers and various levels of government work in partnership to maximize benefits to Thorold's aging population (n = 47)				
Yes	1			1 (2%)
No	3	2		5 (11%)
On occasion	7	2		9 (19%)
Not sure	27	2	3	32 (68%)
#8 - To what extent are needs of older adults in Thorold met related to each of the following:				
Living at home as long as wanted				
Not available	2		1	3
Available to some	11	4	1	16
Sufficiently available	4			4
Maintaining home and property				
Not available	1			1
Available to some	11	4	1	16
Sufficiently available	5			5

Being involved in social activities				
Not available	2			2
Available to some	11	4	1	16
Sufficiently available	4		1	5
Being involved in recreation activity				
Not available	1			1
Available to some	12	4	1	16
Sufficiently available	3		1	5
Being involved in sports				
Not available	4	2		6
Available to some	11	3	1	15
Sufficiently available	2			2
Exercising				
Not available	5	1		6
Available to some	8	3	1	12
Sufficiently available	4			2
Involvement in religious or spiritual practices				
Not available	1			1
Available to some	8	2	1	11
Sufficiently available	8	2		10
Doing hobbies				
Not available	2			2
Available to some	11	3	1	15
Sufficiently available	4			4
Staying connected with friends				
Not available	1			1
Available to some	12	4	2	18
Sufficiently available	4			4
Staying connected with family				
Not available	2			2
Available to	12	4	1	17

some				
Sufficiently available	4			4
Working				
Not available	3	1		4
Available to some	11	1	1	13
Sufficiently available	4	1		5
Volunteering				
Not available	1	1		2
Available to some	8	2	2	12
Sufficiently available	8	1		9
Interacting with younger people				
Not available	2	1		3
Available to some	13	2	1	16
Sufficiently available	2	1		3
Transportation				
Not available	5		1	6
Available to some	11	3		14
Sufficiently available	2	1		3
#9 - What are the 3 Greatest needs/gaps in service for older people?				
Home support	14	3	1	18
Faith base organization	1			1
Government	2			2
Retirement home	7			7
Recreation	7			7
Long term care	12	4	1	17
Health care	13	4		17
Social services	7	2	1	10
Educational institution	1		1	2
Supportive housing	9	1		10
Independent service provider	1	1	1	3
Retailer/business	4			4
Other	Transportation			3

	3			
#10 - Do you have a waiting list for any of your services or activities?				
Yes	6	2	1	9
No	28	3	3	34
Comments	<ul style="list-style-type: none"> - Some appointments fuller than at other times - Waiting list for retirement facilities - Waiting list for apartments/rentals – 1-4 months depending 			
#11 - Which of the following modes of transportation do your clients use?				
Drive self	35	3	3	41
Motorized scooter	17	4		21
Driven by family	29	4	3	36
Unknown	1	1		2
Cycling	15	2		17
City bus	19	4	2	25
Paratransit	5	3	2	10
Walk	27	4		31
Taxi	15	4	1	20
Other (specify)		1		1
#12 - The closest bus stop to my business or service is:				
Less than 1 block	33	4	1	38
1-4 blocks	7	1	2	10
5 blocks or more				-
Don't know			1	1
#13 - Do you refer clients to other service providers?				
Yes	22	3	2	27
On occasion	8	1		9
No	4		1	4
Not sure	5	1		6
#14 - Do you receive referrals of clients from other service providers?				
Yes	19	4	3	26
On occasion	10	1	1	12
No	5			5
Not sure	3			3
#15 - Does your organization offer opportunities for seniors to participate?				
Yes	11	3	4	18
No	23	2		25
If yes, explain	<ul style="list-style-type: none"> - Give them exercises to do at home/physiotherapy - Provide recreational opportunities - Volunteer opportunities - Employs people over the age of 55 			
#16 - How do you communicate with your clients? (Check all that apply)				
Newspaper	18		1	19
Newsletter	7	1		8

Social media	24	2	4	30
Phone	22	5	1	28
TV	2		1	3
Flyers	13	1	3	16
Email	22	3	3	28
Word of mouth	29	3	3	35
Radio	11	1		12
Other (specify)	15	1		16
	<ul style="list-style-type: none"> - Magazines - Billboard - Kijiji 			
Provide specific name of publication	<ul style="list-style-type: none"> - Magazines - Billboard - Posters - Kijiji - Thorold news - Niagara this week - Facebook - Twitter - The St. Catharines Standard - Face to face (word of mouth) - Tribune - The Review - Cogeco (TV) - Merriton Matters 			
What other initiatives could increase the Quality of Life of a senior in Thorold?				
<p>More frequent local transit (n = 3)</p> <p>More frequent transport to and from Thorold (n = 1)</p> <p>Have a reduced taxi fare (n = 2)</p> <p>Organized elderly day program with transportation (n = 1)</p> <p>Sidewalk/curb repairs. Curb declines at local businesses and sidewalk leveling (n = 5)</p> <p>More parking near stores/businesses (including accessible parking) (n = 2)</p> <p>More long-term care facilities within Thorold (n = 1)</p> <p>More senior apartments/housing (n = 1)</p> <p>Make buildings and businesses more easily accessible (ramps) (n = 2)</p> <p>Bring back the LCBO (n = 2)</p> <p>Less expensive grocery store (n = 1)</p> <p>More seating available downtown (n = 1)</p> <p>Clear sidewalks regularly of snow and debris (n = 1)</p> <p>More entertainment/music/activities (n = 4)</p> <p>Reduce traffic/traffic speed and increase cycle/walk space on Front St (n = 2)</p> <p>Stop replacing buildings and stores with student housing (n = 1)</p> <p>Create and promote educational/learning programs for seniors (n = 2)</p> <p>Community centre for all ages (n = 2)</p> <p>More promotion of events within the community (n = 2)</p> <p>Turn the arena into seniors housing and move the arena to Schmon Parkway to promote Thorold hockey (n = 1)</p> <p>Home visits for seniors (volunteers) (n = 1)</p>				

- 34) There are opportunities to meet and socialize with people my age.
 Agree Partially Agree Disagree Not Sure
- 35) City Council considers the needs of your age group in their planning process.
 Agree Partially Agree Disagree Not Sure
- 36) There are volunteer opportunities for my age group in Thorold.
 Yes No
- 37) I currently volunteer.
 Yes No
- 38) I am aware that there is a Seniors' Centre in Thorold.
 Yes No
- 39) I attend the Thorold Seniors' Centre.
 Yes No

Please suggest ways to improve "Social and Civic Participation/Recreation" in the City of Thorold:

COMMUNICATIONS AND INFORMATION IN THOROLD

- 40) How do you currently receive your communication about activities, events and news (check all that apply)
- | | | |
|--|---|--|
| <input type="checkbox"/> Flyers | <input type="checkbox"/> Social Media | <input type="checkbox"/> City of Thorold Website |
| <input type="checkbox"/> St. Catharines Standard | <input type="checkbox"/> Internet | <input type="checkbox"/> Email |
| <input type="checkbox"/> Cogeco | <input type="checkbox"/> Telephone | <input type="checkbox"/> Word of Mouth |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Newsletters | <input type="checkbox"/> Niagara This Week |
| <input type="checkbox"/> Thorold News | <input type="checkbox"/> Other (specify): _____ | |

- 41) List the top 3 preferred ways you would like to receive information about community updates, events and important notifications.
 1) _____
 2) _____
 3) _____

- 42) I am able to find someone to help me fill out official documentation and forms when required.
 Agree Partially Agree Disagree Not Applicable
- 43) I can find access to receive training for current communication tools such as computers, cell phones, internet use, etc..
 Agree Partially Agree Disagree Not Sure

Please suggest ways to improve "Communication and Information" in the City of Thorold:

HEALTH SERVICES AND COMMUNITY SUPPORT IN THOROLD

- 44) Adequate home delivery services are available to me in Thorold. (e.g. groceries, retail, medicines)
 Yes No Not Sure
- 45) Local business and services make extra efforts to accommodate my particular health needs.
 Agree Partially Agree Disagree Not Sure
- 46) Do the following services meet your needs in Thorold?
- | | | | | | |
|---------------------------------|------------------------------------|-------------------------------|-------------------------------|-------------------------------|---|
| Regional Health Services | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> Not Applicable |
| Recreation | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> Not Applicable |
| Parks/Outdoor Spaces | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> Not Applicable |
| Social Clubs | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> Not Applicable |

- | | | | | | |
|----------------------------|------------------------------------|-------------------------------|-------------------------------|-------------------------------|---|
| Groceries | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> Not Applicable |
| Retail | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> Not Applicable |
| Banking | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> Not Applicable |
| Government Services | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> Not Applicable |
| Legal Services | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> Not Applicable |

Please suggest ways to improve "Health Services and Community Support" in the City of Thorold:

- 47) Rank in order of priority the categories you feel are most important for City Council to address: #1 being the highest priority to #6 being the lowest
- Communications and information
 - Health services and community support
 - Housing and living
 - Public and outdoor spaces/building
 - Social and civic participation/recreation
 - Transportation

48) Briefly list your anticipated future needs as you age.

Thank you.

The City of Thorold adheres to the Municipal Freedom of Information and Protection of Privacy Act regarding the collection, use, disclosure and retention of personal information. Personal information on this form is collected under the authority of the Municipal Act, 2001 and will be used for the completion of the Age-Friendly Needs Assessment Survey. Questions about this collection should be directed to the City Clerk's Office at 905-227-6613.

The City of Thorold is committed to complying with Accessibility for Ontarians with Disabilities Act, should you require this survey in an alternate format; please contact the City Clerk's Office at 905-227-6613.

Appendix D

Findings are reported in total sample (right column) and by geographical area within Thorold. The numbers of responses, within each category, are represented by percentages within the geographical area.

Thorold Age-Friendly Needs Assessment – Older Adults Survey Summary

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
Demographics					
Age					
55-59	23 (11%)	3 (14%)	2 (12%)	3 (25%)	31 (12%)
60-64	28 (13%)	1 (5%)	7 (41%)	4 (33%)	40 (15%)
65-70	37 (17%)	3 (14%)	5 (29%)	1 (8%)	46 (17%)
71-75	48 (22%)	6 (29%)	3 (18%)	2 (17%)	59 (22%)
76-80	36 (17%)	6 (29%)	-	-	42 (16%)
81-85	22 (10%)	1 (5%)	-	2 (17%)	25 (9%)
86-90	17 (8%)	1 (5%)	-	-	18 (7%)
91-95	4 (2%)	-	-	-	4 (2%)
96+	-	-	-	-	0
* TOTAL	n = 215	n = 21	n = 17	n = 12	n = 265
Gender					
Female	139 (65%)	12 (57%)	9 (53%)	8 (67%)	168 (64%)
Male	75 (35%)	9 (43%)	8 (47%)	4 (33%)	96 (36%)
Other	-	-	-	-	0
	n = 214	n = 21	n = 17	n = 12	n = 264

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
Marital Status					
Married	110 (52%)	10 (48%)	17 (100%)	10 (83%)	147 (56%)
Widowed	64 (30%)	7 (33%)	-	-	71 (27%)
Single/Divorced	37 (18%)	4 (19%)	-	2 (17%)	43 (16%)
	n = 211	n = 21	n = 17	n = 12	n = 261
#5 - Best Describe Physical Wellbeing					
Well-fit	134 (64%)	15 (71%)	17 (100%)	9 (75%)	175 (67%)
Some support	74 (35%)	6 (29%)	-	3 (25%)	83 (32%)
24h support	2 (1%)	-	-	-	2 (1%)
	n = 210	n = 21	n = 17	n = 12	n = 260

Public and Outdoor Spaces/Buildings in Thorold					
#6 - Walking Areas Kept In Good Condition					
Agree	51 (24%)	4 (19%)	6 (38%)	2 (18%)	63 (24%)
Partially Agree	119 (55%)	9 (43%)	5 (31%)	7 (67%)	140 (53%)
Disagree	42 (19%)	5 (24%)	5 (31%)	1 (6%)	53 (20%)
Not Sure	4 (2%)	3 (14%)	-	1 (6%)	8 (3%)
	n = 216	n = 21	n = 16	n = 11	n = 264
#7 - Public Walking Areas Are Adequately Lit					
Agree	70 (33%)	3 (14%)	7 (41%)	1 (11%)	81 (31%)
Partially Agree	96 (45%)	12 (57%)	4 (24%)	5 (57%)	117 (45%)
Disagree	21 (10%)	4 (19%)	3 (18%)	1 (11%)	29 (11%)
Not Sure	25 (12%)	2 (10%)	3 (18%)	2 (22%)	32 (12%)
	n = 212	n = 21	n = 17	n = 9	n = 259

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
#8 - Adequate Public Seating Available In Convenient Locations					
Agree	27 (13%)	3 (14%)	4 (24%)	2 (20%)	36 (14%)
Partially Agree	80 (37%)	6 (29%)	2 (12%)	3 (30%)	91 (35%)
Disagree	68 (32%)	8 (38%)	6 (35%)	2 (20%)	84 (32%)
Not Sure	39 (18%)	4 (19%)	5 (29%)	3 (30%)	51 (19%)
	n = 214	n = 21	n = 17	n = 10	n = 262
#9 - It Is Generally Safe To Walk At Any Time					
Agree	51 (24%)	7 (33%)	9 (53%)	3 (27%)	70 (27%)
Partially Agree	95 (44%)	8 (38%)	5 (29%)	7 (67%)	115 (44%)
Disagree	51 (24%)	4 (19%)	1 (6%)	-	56 (21%)
Not Sure	18 (7%)	2 (10%)	2 (12%)	1 (9%)	23 (9%)
	n = 215	n = 21	n = 17	n = 11	n = 264
Improvement Comments	See table 3 on page 29 for comments				

Transportation in Thorold					
#10 – I Require Accessible Parking					
Yes	74 (36%)	6 (30%)	-	1 (9%)	81 (32%)
No	133 (64%)	14 (70%)	17 (100%)	10 (91%)	174 (68%)
	n = 207	n = 20	n = 17	n = 11	n = 255
#11 - There Is Adequate Accessible Parking					
Agree	31 (15%)	4 (19%)	5 (29%)	2 (20%)	42 (16%)
Partially Agree	72 (34%)	4 (19%)	1 (6%)	4 (40%)	81 (32%)
Disagree	59 (28%)	6 (29%)	3 (18%)	1 (10%)	69 (27%)
Not Sure	47 (22%)	7 (33%)	8 (47%)	3 (30%)	65 (25%)
	n = 209	n = 21	n = 17	n = 10	n = 257

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
#12 - Municipal Parking Lots Are Well Maintained					
Agree	69 (33%)	9 (43%)	9 (50%)	5 (45%)	92 (36%)
Partially Agree	98 (47%)	11 (52%)	6 (33%)	5 (45%)	120 (47%)
Disagree	16 (8%)	1 (5%)	-	1 (9%)	18 (7%)
Not Sure	25 (12%)	-	3 (17%)	-	28 (11%)
	n = 208	n = 21	n = 18	n = 11	n = 258
#13 - Business/Service Provider Parking Lots Are Well Maintained					
Agree	66 (32%)	4 (19%)	7 (41%)	3 (27%)	80 (32%)
Partially Agree	103 (50%)	15 (71%)	7 (41%)	7 (67%)	132 (52%)
Disagree	19 (9%)	-	-	-	19 (8%)
Not Sure	16 (8%)	2 (10%)	3 (18%)	1 (9%)	22 (9%)
	n = 204	n = 21	n = 17	n = 11	n = 253
#14 - I Use Public Transportation					
Yes	25 (12%)	2 (10%)	-	-	27 (11%)
No	180 (88%)	18 (90%)	17 (100%)	11 (100%)	226 (89%)
	n = 205	n = 20	n = 17	n = 11	n = 253
I Use Paratransit					
Yes	5 (4%)	1 (7%)	-	-	6 (4%)
No	114 (96%)	14 (93%)	15 (100%)	8 (100%)	151 (96%)
	n = 119	n = 15	n = 15	n = 8	n = 157
#15 - Public Transportation Is Reliable & Affordable					
Agree	29 (15%)	3 (14%)	-	1 (13%)	33 (14%)
Partially Agree	37 (19%)	6 (29%)	4 (24%)	3 (38%)	50 (21%)
Disagree	19 (10%)	-	3 (18%)	-	22 (9%)
Not Sure	105 (55%)	12 (57%)	10 (59%)	4 (50%)	131 (56%)
	n = 190	n = 21	n = 17	n = 8	n = 236

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
#16 - Public Transportation Serves The Destinations I Need To Reach					
Agree	28 (15%)	4 (19%)	-	1 (13%)	33 (14%)
Partially Agree	33 (18%)	5 (24%)	2 (13%)	1 (13%)	41 (18%)
Disagree	18 (10%)	1 (5%)	5 (33%)	3 (38%)	27 (12%)
Not Sure	108 (58%)	11 (52%)	8 (53%)	3 (38%)	130 (56%)
	n = 187	n = 21	n = 15	n = 8	n = 231
Improvement Comments	See table 4 on page 38 for comments				

Housing in Thorold					
#17 - Current Residence					
House/Townhouse	142 (67%)	14 (64%)	16 (94%)	11 (100%)	183 (70%)
Condo/Apartment	36 (17%)	4 (18%)	1 (6%)	-	41 (16%)
With Family	12 (6%)	2 (9%)	-	-	14 (5%)
Retirement Home	18 (9%)	1 (5%)	-	-	19 (7%)
Assisted Home	1 (0.5%)	1 (5%)	-	-	2 (1%)
Other	3 (1%)	-	-	-	3 (1%)
	n = 212	n = 22	n = 17	n = 11	n = 262
#18 - Do You:					
Own	144 (70%)	14 (70%)	14 (82%)	11 (100%)	183 (72%)
Rent	56 (27%)	6 (30%)	3 (18%)	-	65 (26%)
Other	5 (2%)	-	-	-	5 (2%)
	n = 205	n = 20	n = 17	n = 11	n = 253

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
#19 – I Feel I Live In A Community Safe From Abuse, Vandalism, & Crime					
Agree	63 (30%)	8 (38%)	12 (71%)	8 (73%)	91 (35%)
Partially Agree	121 (57%)	10 (48%)	5 (29%)	2 (18%)	138 (53%)
Disagree	23 (11%)	3 (14%)	-	-	26 (10%)
Not Sure	6 (3%)	-	-	1 (9%)	7 (3%)
	n = 213	n = 21	n = 17	n = 11	n = 262
#20 – I Have Been Able To Find Affordable Housing					
Agree	83 (44%)	6 (33%)	5 (36%)	5 (63%)	99 (43%)
Partially Agree	38 (20%)	5 (28%)	2 (14%)	2 (25%)	47 (21%)
Disagree	25 (13%)	2 (11%)	2 (14%)	-	29 (13%)
Not Sure	42 (22%)	5 (28%)	5 (36%)	1 (13%)	53 (23%)
	n = 188	n = 18	n = 14	n = 8	n = 228
#21 - There Is Adequate Subsidized Housing For Low-Income Citizens					
Agree	4 (2%)	1 (5%)	-	1 (10%)	6 (2%)
Partially Agree	20 (10%)	4 (20%)	-	3 (30%)	27 (11%)
Disagree	114 (55%)	6 (29%)	5 (29%)	2 (20%)	127 (50%)
Not Sure	70 (34%)	10 (48%)	12 (71%)	4 (40%)	96 (38%)
	n = 208	n = 21	n = 17	n = 10	n = 256
#22 - There Is Enough Support Services Available To Remain In My Home					
Agree	24 (12%)	4 (19%)	-	2 (20%)	30 (12%)
Partially Agree	64 (32%)	7 (33%)	-	3 (30%)	74 (30%)
Disagree	32 (16%)	1 (5%)	3 (18%)	-	36 (15%)
Not Sure	79 (40%)	9 (43%)	14 (82%)	5 (50%)	107 (43%)
	n = 199	n = 21	n = 17	n = 10	n = 247

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
#23 What Support Services Do You Need To Remain In Home					
Meals	14 (10%)	-	-	-	14 (10%)
Housekeeping	28 (19%)	-	-	-	28 (18%)
Personal/Health Care	20 (13%)	-	-	-	20 (13%)
House Maintenance	33 (22%)	1 (20%)	-	-	34 (22%)
Yard Maintenance	54 (36%)	4 (80%)	-	-	58 (38%)
	n = 149	n = 5	-	-	n = 154
#24 - Wait Time For Senior Housing Are Reasonable					
Agree	4 (2%)	-	-	-	4 (2%)
Partially Agree	21 (10%)	3 (14%)	-	2 (20%)	26 (10%)
Disagree	118 (57%)	7 (33%)	9 (53%)	4 (40%)	138 (54%)
Not Sure	65 (51%)	11 (52%)	8 (47%)	4 (40%)	88 (34%)
	n = 208	n = 21	n = 17	n = 10	n = 256
#25 - Adequate Rental Housing Available					
Agree	4 (2%)	1 (5%)	-	-	5 (2%)
Partially Agree	29 (14%)	3 (15%)	-	6 (60%)	38 (15%)
Disagree	92 (45%)	5 (25%)	7 (41%)	-	104 (41%)
Not Sure	79 (39%)	11 (55%)	10 (59%)	4 (40%)	104 (41%)
	n = 204	n = 20	n = 17	n = 10	n = 251

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
#26 - Adequate Assisted Living Options Available					
Agree	6 (3%)	1 (5%)	-	1 (10%)	8 (3%)
Partially Agree	37 (19%)	2 (10%)	-	3 (30%)	42 (17%)
Disagree	62 (31%)	2 (10%)	3 (18%)	1 (10%)	68 (27%)
Not Sure	95 (48%)	16 (76%)	14 (82%)	5 (50%)	130 (52%)
	n = 200	n = 21	n = 17	n = 10	n = 248
#27 – I Expect To Move From My Current Home In The Next...					
1-5 years	30 (16%)	2 (11%)	4 (24%)	-	36 (15%)
6-10 years	42 (22%)	4 (21%)	2 (12%)	-	48 (20%)
11-15 years	15 (8%)	3 (16%)	4 (24%)	1 (13%)	23 (10%)
16-20 years	9 (5%)	-	-	1 (13%)	10 (4%)
25 years +	15 (8%)	2 (11%)	-	-	17 (7%)
Undecided	80 (42%)	8 (42%)	7 (41%)	6 (75%)	101 (43%)
	n = 191	n = 19	n = 17	n = 8	n = 235
#28 – Type of Living Arrangement Anticipated After Move					
House/Townhouse	13 (8%)	2 (11%)	1 (6%)	2 (25%)	18 (8%)
Condo/Apartment	58 (34%)	8 (44%)	11 (69%)	3 (38%)	80 (38%)
With Family	4 (2%)	-	-	1 (13%)	5 (2%)
Retirement Home	56 (33%)	5 (28%)	3 (19%)	-	64 (30%)
Assisted Home	39 (23%)	2 (11%)	-	2 (25%)	43 (20%)
Other	1 (1%)	1 (6%)	1 (6%)	-	3 (1%)
	n = 171	n = 18	n = 16	n = 8	n = 213
Improvement Comments	See table 5 on page 47 for comments				

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
Social & Civic Participation/Recreation					
#29 - Social Activities Are Available For My Age Group					
Agree	87 (41%)	10 (48%)	-	4 (44%)	101 (39%)
Partially Agree	71 (34%)	4 (19%)	1 (6%)	3 (33%)	79 (31%)
Disagree	15 (7%)	2 (10%)	1 (6%)	1 (11%)	19 (7%)
Not Sure	37 (18%)	5 (24%)	15 (88%)	1 (11%)	58 (23%)
	n = 210	n = 21	n = 17	n = 9	n = 257
#30 - There Are Adequate Activities To Bring People Of All Ages Together					
Agree	52 (25%)	7 (35%)	2 (11%)	3 (30%)	64 (25%)
Partially Agree	90 (43%)	6 (30%)	2 (11%)	5 (50%)	103 (40%)
Disagree	27 (13%)	2 (10%)	1 (6%)	1 (10%)	31 (12%)
Not Sure	40 (19%)	5 (25%)	13 (72%)	1 (10%)	59 (23%)
	n = 209	n = 20	n = 18	n = 10	n = 257
#31 - Activities & Events Are Accessible For All					
Agree	60 (29%)	6 (30%)	3 (16%)	3 (30%)	72 (28%)
Partially Agree	80 (39%)	7 (35%)	4 (22%)	5 (50%)	96 (38%)
Disagree	25 (12%)	-	-	-	25 (10%)
Not Sure	42 (20%)	7 (35%)	11 (62%)	2 (20%)	62 (24%)
	n = 207	n = 20	n = 18	n = 10	n = 255
#32 - Activities & Events Are Generally Affordable					
Agree	82 (40%)	4 (20%)	2 (11%)	3 (30%)	91 (36%)
Partially Agree	75 (36%)	9 (45%)	4 (22%)	5 (50%)	93 (37%)
Disagree	14 (7%)	-	-	-	14 (6%)
Not Sure	35 (17%)	7 (35%)	12 (66%)	2 (20%)	56 (22%)
	n = 206	n = 20	n = 18	n = 10	n = 254

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
#33 - I Participate In...					
Community Events	85 (21%)	4 (15%)	1 (10%)	7 (33%)	97 (21%)
Hobby Groups	29 (7%)	3 (11%)	1 (10%)	1 (5%)	34 (7%)
Service Clubs	31 (8%)	1 (4%)	2 (20%)	2 (10%)	36 (8%)
Fitness Activities	56 (14%)	5 (19%)	4 (40%)	3 (14%)	68 (15%)
Social Clubs	30 (7%)	3 (11%)	1 (10%)	1 (5%)	35 (8%)
Church Groups	82 (20%)	7 (26%)	1 (10%)	4 (19%)	94 (20%)
Thorold Senior Citizen Centre Association	70 (17%)	4 (15%)	-	2 (10%)	76 (16%)
Thorold Community Activities Group	19 (5%)	-	-	1 (5%)	20 (4%)
Library	3 (1%)	-	-	-	3 (1%)
Other	2 (1%)	-	-	-	2 (0.5%)
	n = 407	n = 27	n = 10	n = 21	n = 465
#34 - There Are Opportunities To Meet/Socialize With People My Age					
Agree	97 (47%)	11 (52%)	3 (18%)	4 (44%)	115 (45%)
Partially Agree	79 (38%)	4 (19%)	4 (40%)	4 (44%)	91 (36%)
Disagree	10 (5%)	1 (5%)	-	-	11 (4%)
Not Sure	22 (11%)	5 (24%)	10 (59%)	1 (12%)	38 (15%)
	n = 208	n = 21	n = 17	n = 9	n = 255

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
#35 - City Council Considers Needs Of Your Age Group In Their Planning Process					
Agree	36 (18%)	3 (14%)	1 (6%)	1 (11%)	41 (16%)
Partially Agree	73 (36%)	7 (33%)	1 (6%)	4 (44%)	85 (34%)
Disagree	46 (22%)	4 (19%)	4 (25%)	-	54 (22%)
Not Sure	50 (24%)	7 (33%)	10 (63%)	4 (44%)	71 (28%)
	n = 205	n = 21	n = 16	n = 9	n = 251
#36 - There Are Volunteer Opportunities For My Age Group					
Yes	142 (80%)	12 (75%)	14 (100%)	8 (100%)	176 (81%)
No	36 (20%)	4 (25%)	-	-	40 (19%)
	n = 178	n = 16	n = 14	n = 8	n = 216
#37 - I Currently Volunteer					
Yes	83 (41%)	6 (24%)	4 (24%)	5 (55%)	98 (40%)
No	120 (59%)	13 (76%)	13 (76%)	4 (44%)	150 (60%)
	n = 203	n = 19	n = 17	n = 9	n = 248
#38 - I Am Aware That There Is A Senior Centre					
Yes	209 (98%)	20 (95%)	15 (88%)	9 (100%)	253 (97%)
No	5 (2%)	1 (5%)	2 (12%)	-	8 (3%)
	n = 214	n = 21	n = 17	n = 9	n = 261
#39 - I Attend The Senior Centre					
Yes	73 (34%)	3 (15%)	-	2 (22%)	78 (30%)
No	140 (66%)	17 (85%)	17 (100%)	7 (78%)	181 (70%)
	n = 213	n = 20	n = 17	n = 9	n = 259
Improvement Comments	See table 6 on page 54 for comments				

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
Communication & Information					
#40 – How Do You Currently Receive Communication About Activities, Events, And News					
Flyers	131 (13%)	13 (14%)	8 (16%)	4 (12%)	156 (13%)
St. Catharine's Standard	108 (11%)	7 (7%)	2 (4%)	6 (18%)	123 (10%)
Cogeco	54 (5%)	3 (3%)	1 (2%)	-	58 (5%)
Radio	56 (6%)	4 (4%)	3 (6%)	3 (9%)	66 (6%)
Thorold News	161 (16%)	17 (18%)	9 (18%)	6 (18%)	193 (16%)
Social Media	34 (3%)	4 (4%)	1 (2%)	1 (3%)	40 (3%)
Internet	53 (5%)	6 (6%)	3 (6%)	2 (6%)	64 (5%)
Telephone	41 (4%)	1 (1%)	-	1 (3%)	43 (4%)
Newsletters	53 (5%)	6 (6%)	1 (2%)	1 (3%)	61 (5%)
COT Website	28 (3%)	4 (4%)	1 (2%)	-	33 (3%)
Email	28 (3%)	5 (5%)	3 (6%)	1 (3%)	37 (3%)
Word of Mouth	137 (14%)	12 (13%)	9 (18%)	3 (9%)	161 (14%)
Niagara This Week	126 (12%)	14 (15%)	10 (20%)	6 (18%)	156 (13%)
	n = 1010	n = 96	n = 51	n = 34	n = 1191

#41 - List Top 3 Preferred Ways to Receive Information & Community Updates, Events, & Important Notices				
(Listed in order of most Preferred method starting as #1)				Overall Top 3 Preferred ways:
#1 – Flyers #2 – Thorold News #3 – Newspaper #4 – Email #5 – Internet #6 – Mail #7 – TV/Cogeco #8 – Radio, Phone #9 – Newsletter #10 – Niagara This Week #11 – St. Catharines Standard #12 – Word of Mouth #13 – Social Media	#1 – Flyers #2 – Email, Internet #3 – Mail, Newspaper, Radio #4 – TV/Cogeco, Phone, Newsletter, Word of Mouth, St. Catharines Standard	#1 – Email #2 – Newspaper #3 – Niagara This Week, Thorold News #4 – Flyers, Social Media, St Catharines Standard #5 – Mail, Internet, Newsletter	#1 – Email, Thorold News, Newspaper #2 – Mail #3 – TV/Cogeco, Internet, Niagara This Week, Flyers, Social Media	#1 – Flyers #2 – Thorold News #3 – Email

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
#42 - I Am Able To Find Someone To Help Me Fill Out Official Documents & Forms When Required					
Agree	88 (43%)	10 (53%)	3 (18%)	3 (30%)	104 (41%)
Partially Agree	23 (11%)	2 (11%)	1 (6%)	2 (20%)	28 (11%)
Disagree	9 (4%)	-	2 (12%)	-	11 (4%)
Not Applicable	85 (41%)	7 (37%)	11 (65%) ¹	5 (50%)	108 (43%)
	n = 205	n = 19	n = 17	n = 10	n = 251

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
#43 - I Can Find Access To Receive Training For Current Communication Tools (computers, cellphones, internet, etc.)					
Agree	85 (42%)	7 (35%)	8 (50%)	5 (56%)	105 (43%)
Partially Agree	52 (26%)	4 (20%)	1 (6%)	2 (22%)	59 (24%)
Disagree	12 (6%)	2 (10%)	3 (19%)	1 (11%)	18 (7%)
Not Sure	52 (26%)	7 (35%)	4 (25%)	1 (11%)	64 (26%)
	n = 201	n = 20	n = 16	n = 9	n = 246
Improvement Comments	See table 8 on page 61 for comments				

Health Services & Community Support					
#44 - Adequate Home Delivery Services Are Available To Me In Thorold					
Yes	132 (63%)	13 (65%)	6 (35%)	4 (40%)	155 (61%)
No	8 (4%)	2 (10%)	-	1 (10%)	11 (4%)
Not Sure	69 (33%)	5 (25%)	11 (65%)	5 (50%)	90 (35%)
	n = 209	n = 20	n = 17	n = 10	n = 256
#45 - Local Business And Services Make Extra Effort To Accommodate My Particular Health Needs					
Agree	111 (56%)	10 (48%)	5 (33%)	2 (25%)	128 (53%)
Partially Agree	44 (22%)	5 (24%)	-	2 (25%)	51 (21%)
Disagree	7 (4%)	1 (5%)	-	-	8 (3%)
Not Sure	37 (19%)	5 (24%)	10 (67%)	4 (50%)	56 (23%)
	n = 199	n = 21	n = 15	n = 8	n = 243

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
#46 – Do The Following Services Meet Your Needs					
• Regional Health Services					
Excellent	22 (11%)	2 (11%)	1 (7%)	-	25 (10%)
Good	89 (44%)	4 (21%)	3 (21%)	2 (25%)	98 (40%)
Fair	31 (15%)	5 (26%)	4 (29%)	4 (50%)	44 (18%)
Poor	21 (10%)	2 (11%)	1 (7%)	1 (13%)	25 (10%)
Not Applicable	40 (20%)	6 (32%)	5 (36%)	1 (13%)	52 (21%)
	n = 203	n = 19	n = 14	n = 8	n = 244
• Recreation					
Excellent	17 (8%)	1 (5%)	1 (6%)	-	19 (8%)
Good	92 (45%)	8 (40%)	3 (19%)	3 (30%)	106 (42%)
Fair	55 (27%)	7 (35%)	3 (19%)	4 (40%)	69 (27%)
Poor	13 (6%)	1 (5%)	2 (13%)	1 (10%)	17 (7%)
Not Applicable	28 (14%)	3 (15%)	7 (44%)	2 (20%)	40 (16%)
	n = 205	n = 20	n = 16	n = 10	n = 251
• Parks/Outdoor Spaces					
Excellent	24 (12%)	1 (5%)	3 (19%)	-	28 (11%)
Good	94 (47%)	8 (40%)	6 (38%)	3 (30%)	111 (45%)
Fair	53 (26%)	3 (15%)	2 (13%)	4 (40%)	62 (25%)
Poor	11 (5%)	4 (20%)	2 (13%)	1 (10%)	18 (7%)
Not Applicable	20 (10%)	4 (20%)	3 (19%)	2 (20%)	29 (12%)
	n = 202	n = 20	n = 16	n = 10	n = 248

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
• Social Clubs					
Excellent	21 (10%)	2 (11%)	-	-	23 (9%)
Good	95 (46%)	6 (32%)	2 (14%)	3 (30%)	106 (43%)
Fair	38 (18%)	6 (32%)	2 (14%)	5 (50%)	51 (20%)
Poor	19 (9%)	2 (11%)	1 (7%)	1 (10%)	23 (9%)
Not Applicable	33 (16%)	3 (16%)	9 (64%)	1 (10%)	46 (10%)
	n = 206	n = 19	n = 14	n = 10	n = 249
• Groceries					
Excellent	31 (16%)	3 (16%)	5 (33%)	2 (20%)	41 (17%)
Good	105 (53%)	12 (63%)	5 (33%)	3 (30%)	125 (52%)
Fair	29 (15%)	-	4 (27%)	2 (20%)	35 (15%)
Poor	17 (9%)	3 (16%)	1 (7%)	1 (10%)	22 (9%)
Not Applicable	15 (8%)	1 (5%)	-	2 (20%)	18 (7%)
	n = 197	n = 19	n = 15	n = 10	n = 241
• Retail					
Excellent	15 (79%)	-	4 (27%)	-	19 (8%)
Good	67 (35%)	10 (50%)	5 (33%)	5 (50%)	87 (37%)
Fair	69 (37%)	3 (15%)	3 (20%)	2 (20%)	77 (33%)
Poor	18 (10%)	5 (25%)	3 (20%)	1 (10%)	27 (12%)
Not Applicable	20 (11%)	2 (10%)	-	2 (20%)	24 (10%)
	n = 189	n = 20	n = 15	n = 10	n = 234

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
• Banking					
Excellent	65 (33%)	3 (16%)	2 (13%)	2 (20%)	72 (29%)
Good	96 (48%)	8 (42%)	5 (31%)	3 (30%)	112 (46%)
Fair	16 (8%)	3 (16%)	3 (19%)	2 (20%)	24 (10%)
Poor	12 (6%)	2 (11%)	4 (25%)	1 (10%)	19 (8%)
Not Applicable	11 (6%)	3 (16%)	2 (13%)	2 (20%)	18 (7%)
	n = 200	n = 19	n = 16	n = 10	n = 245
• Government Services					
Excellent	8 (4%)	2 (12%)	1 (8%)	-	11 (5%)
Good	42 (23%)	1 (6%)	4 (31%)	-	47 (21%)
Fair	44 (24%)	4 (24%)	-	5 (50%)	53 (24%)
Poor	59 (32%)	5 (29%)	6 (46%)	2 (20%)	72 (32%)
Not Applicable	32 (17%)	5 (29%)	2 (15%)	3 (30%)	42 (19%)
	n = 185	n = 17	n = 13	n = 10	n = 225
• Legal Services					
Excellent	17 (9%)	-	1 (8%)	-	18 (8%)
Good	67 (35%)	4 (22%)	5 (38%)	1 (10%)	77 (33%)
Fair	40 (21%)	4 (22%)	4 (31%)	4 (40%)	52 (23%)
Poor	16 (8%)	3 (17%)	1 (8%)	1 (10%)	21 (9%)
Not Applicable	50 (26%)	7 (39%)	2 (15%)	4 (40%)	63 (27%)
	n = 190	n = 18	n = 13	n = 10	n = 231
Improvement Comments	See table 9 on page 68 for comments				

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
#47 – Rank In Order Of Priority – The Category You Feel Is Most Important For City Council To Address (1=highest/6=lowest)					
• Communications & Information					
1	18 (11%)	2 (14%)	4 (25%)	1 (11%)	25 (12%)
2	10 (6%)	1 (7%)	2 (13%)	1 (11%)	14 (7%)
3	38 (23%)	4 (29%)	4 (25%)	-	46 (22%)
4	35 (21%)	2 (14%)	1 (6%)	-	38 (18%)
5	40 (24%)	3 (21%)	1 (6%)	5 (56%)	49 (24%)
6	27 (16%)	2 (14%)	4 (25%)	2 (22%)	35 (17%)
	n = 168	n = 14	n = 16	n = 9	n = 207
• Health Services & Community Supports					
1	58 (35%)	2 (14%)	5 (33%)	5 (56%)	70 (34%)
2	54 (33%)	6 (43%)	3 (20%)	-	63 (31%)
3	28 (17%)	3 (21%)	1 (7%)	2 (22%)	34 (17%)
4	12 (7%)	2 (14%)	4 (27%)	1 (11%)	19 (9%)
5	11 (7%)	1 (7%)	2 (13%)	-	14 (7%)
6	3 (2%)	-	-	1 (11%)	4 (2%)
	n = 166	n = 14	n = 15	n = 9	n = 204
• Housing & Living					
1	87 (50%)	7 (47%)	4	2	100 (47%)
2	49 (28%)	2 (13%)	6 (38%)	4 (40%)	61 (29%)
3	17 (10%)	2 (13%)	1 (6%)	3 (30%)	23 (11%)
4	8 (5%)	3 (20%)	-	-	11 (5%)
5	8 (5%)	1 (7%)	3 (19%)	-	12 (6%)
6	4 (2%)	-	2 (13%)	1 (10%)	7 (3%)
	n = 173	n = 15	n = 16	n = 10	n = 214

	Thorold Proper	Thorold South	Port Robinson	Allanburg & St. Johns	TOTAL
• Public & Outdoor Spaces/Building					
1	7 (4%)	2 (14%)	-	1 (11%)	10 (5%)
2	10 (6%)	1 (7%)	1 (7%)	1 (11%)	13 (7%)
3	18 (11%)	1 (7%)	6 (40%)	2 (22%)	27 (14%)
4	40 (25%)	3 (21%)	-	1 (11%)	44 (22%)
5	44 (27%)	2 (14%)	4 (27%)	2 (22%)	52 (26%)
6	43 (27%)	5 (36%)	4 (27%)	2 (22%)	54 (27%)
	n = 162	n = 14	n = 15	n = 9	n = 200
• Social & Civic Participation/Recreation					
1	3 (2%)	1 (7%)	-	1 (11%)	5 (2%)
2	9 (6%)	1 (7%)	1 (7%)	1 (11%)	12 (6%)
3	26 (16%)	1 (7%)	1 (7%)	1 (11%)	29 (14%)
4	42 (26%)	2 (14%)	7 (47%)	4 (44%)	55 (27%)
5	47 (29%)	4 (29%)	3 (20%)	1 (11%)	55 (27%)
6	36 (22%)	5 (36%)	3 (20%)	1 (11%)	45 (22%)
	n = 163	n = 14	n = 15	n = 9	n = 201
• Transportation					
1	13 (8%)	1 (7%)	3 (19%)	1 (10%)	18 (9%)
2	28 (17%)	3 (21%)	3 (19%)	3 (30%)	37 (18%)
3	39 (24%)	3 (21%)	2 (13%)	2 (20%)	46 (22%)
4	25 (15%)	2 (14%)	3 (19%)	2 (20%)	32 (16%)
5	14 (8%)	3 (21%)	2 (13%)	1 (10%)	20 (10%)
6	46 (28%)	2 (14%)	3 (19%)	1 (10%)	52 (25%)
	n = 165	n = 14	n = 16	n = 10	n = 205

#48 - Briefly List Your Anticipated Future Needs As You Age.		
<p>HEALTH Health Centre (4) Walk-in Clinic (1) Health/Medical Services (10) Home Delivery (2) Meal Preparation (1) Home Care (12) Local Bloodwork Clinic (2) More Doctors/Lower Wait Times (2) Counselling (1) Affordable Medication, Dental Care, and Glasses (1)</p> <p>SERVICES Snow Removal Services (8) Home Maintenance/ Housekeeping (8) Mail Delivery to Door (1)</p>	<p>HOUSING Retirement Residence (3) Affordable Senior Housing/Rentals (28) Assisted Living [Nursing/Retirement] (22) Accessible Housing (1) Subsidized Housing (3) Less Students (4) Increase Pension Cheques (1)</p> <p>TRANSPORTATION Transportation Out-of-Town Medical Appointments (2) Transportation (18) Paratransit (4) Accessible Parking (4) More Speed Bumps (1) Slower Speed Limit (1) Less Buses (1)</p>	<p>COMMUNITY Grocery Shuttle (1) Support Groups (2) Day Programs (1) Affordable Activities (2) Community Entertainment (4) More Volunteer Opportunities (1) Part-Time Employment Opportunities (1) More Library Services (1)</p> <p>PUBLIC/OUTDOOR SPACES Railings (1) Dog Park (2) Cycle paths (1) Lower Sidewalk Curbs (1) Level Sidewalks (1) Safe Walking Paths (1) Wheelchair Access (3) Accessible Buildings & Stores (2) More Retail (4) Gym (1)</p>

Appendix E

Focus group – June 22nd at 9:55 AM

Leaders: Doug Rapelje & Dominic Ventresca

Goal #1: Elevate the profile, level of leadership and engagement of seniors in the community:

Objectives:

- Encourage municipalities to set up Age-Friendly communities
- Do surveys of seniors needs

Discussion:

- Educating young people on respect of seniors (introducing older adults into classrooms)
- Nobody warns you what happens when you age
- Not just about teaching students about the aging process but having the interactions with the older adults to have true visions of what aging is really like today.
- Intergenerational involvement as a way for breaking these gaps
- Like big brother big sister programs to help bring generations together
- Program that helps bring high school students and older adults in long-term care to teach older adults on how to use the computer (cyber seniors)
- Brock university educational centre where students provide training for seniors, been in place for 2 and half years.
- Have a person available at the centre to be a guide to lead them to whatever needs they need (if they are being abused, need help with housing, etc.)... “one stop shop”... Avoiding getting lost in the phone calls. Ultimately help get people linked with services.
- Housing for seniors, they don’t have many choices, having more options for one level housing to avoid stairs (of high rises)

Goal #2: Facilitate an active and positive lifestyle for all seniors:

Objectives:

- Maintain recreational opportunities
- Expanding educational opportunities
- Leveraging technology as a lifestyle enabler
- Expanding health promotion

Discussion:

- Exercise program that includes more men, maybe by including more choices for exercise programs that men may like (Example like seniors skating twice a week in the winter)
- One lady says that she teaches figure skating to seniors and has a man that's 70 and still does solo.
- Addition of a facility like the YMCA like they have in Welland, St Catharines or Niagara to have a place to go do exercises
- There are many seniors out there that can't afford staying in their own home, but they can't afford living elsewhere (retirement homes)... there's nowhere that they can get accommodations, which is a big problem. Places like Cobblestone to help work with residents to budget. Many seniors don't have the income to afford the health and the care that they need.
- Concept that income affects quality of life
- Needs to be cost relief or income support for retirement living (big problem)
- Poverty among some seniors
- Seniors have to worry about stereotypes, because there are so many kinds of seniors (some rich, poor and middle class)
- Not one way to package seniors
- Nursing homes or long-term care facilities that don't have buses/transportation available to bring seniors to outings.
- Idea of partnering with other municipalities to share resources (like busses for transportation)
- Create voluntary community committees with people with skills (like recreational students) and use that transit to pick up seniors who many can't afford memberships at places like the YMCA
- Need new mindset about transportation; need to actually use
- In places like Britain, older people ride the bus for free.
- It's been suggested to do a 2 month free trial

**Goal #3: Optimize the health and wellness of seniors:
Objectives:**

- Increase mental health services and supports
- Increasing in-home supports to enable aging in place
- Improving safety and security
- Optimizing health care
- Increasing the availability of palliative care

Discussion:

- Shortage of doctors, Thorold providing incentive to bring 4 doctors to the city
- New clinic is opening downtown Thorold
- Primary prevention (through education) on things that happen when you get older throughout life... rather than having to react to what happens
- Having someone to encourage seniors to keep on track of their appointments with doctors.
- Some municipalities partner with public health in a confidential way helping seniors deal with health issues
- Dental plans and hearing plans to help seniors (because it's very expensive)
- Some seniors don't want to see doctors, a type of clinic that does simple tests like (x-rays/ultrasound) etc. to encourage more seniors to not have to worry about going out of the city to get these tests done. – back to issue of transportation.

Goal#4: Improve access and utilization of services and supports:

Goal #5: Improve and maintain a supportive infrastructure:

*Note: Each goal was acknowledged throughout the focus group forum, however due to time constraints during the session the complete discussion was not included. All goals and discussion will be addressed and incorporated into the Thorold Aging Strategy and Action Plan.