

NIAGARA AGING STRATEGY AND ACTION PLAN
Notes from Seniors Focus Groups – June/August 2014

Location	Date	# Participants	Facilitators	Committee Members
1. West Lincoln	June 10 a.m.	19	David Sheridan Deb Ballak	
2. Thorold	June 10 p.m.	3 Mayor and 2 service providers	David Sheridan Deb Ballak	
3. Niagara Falls	June 11 a.m.	4	David Sheridan	Micheline W Cathy F
4. Grimsby	June 17 a.m.	9 8 bd members of seniors board, 1 Niagara active trans committee	Deb Ballak	
5. Welland	June 17 p.m.	23 Mayor attended & participated	Deb Ballak	Micheline W Doug R Anne Roseanne
6. Pelham	June 18 p.m.	19 Several Sr Advisory Ctee members, members of local council & Regional SS Chair	Deb Ballak	Doug R Gail PT1
7. St. Catharines	June 18 evening	9	Deb Ballak	Dominic V
8. Fort Erie	June 19 a.m.	22 Beachcombers seniors club	Deb Ballak	Barb
9. Pt. Colborne	June 19 p.m.	2 1 service provider 1 senior	Deb Ballak	
10. Francophones (Welland)	June 24 a.m.	1 1 service provider	David Sheridan Micheline Wylde	
	June 26	37	Micheline Wylde	
11. NOTL	June 28 a.m.	11 1 planner (transportation)	David Sheridan	
12. Chateau Gardens	June 28 p.m.	12	David Sheridan	Debbie Brown
13. Niagara College exercise program	June 29 p.m.	12 3 staff	David Sheridan	
14. NF exercise program	Aug. 28 p.m.	16	David Sheridan	
15. Pt. C. exercise program	Aug. 29 a.m.	7	David Sheridan	
	TOTAL:	206		

GENERAL PERCEPTIONS ABOUT COMMUNITY (Opening Discussion)

Overall Community – Likes and Dislikes West Lincoln

<i>Likes</i>	<i>Dislikes</i>
Horse country Legion Villa Roots in the community Beautiful setting Between two lakes Vineyards Good safe community Conveniences of nearby larger cities Health care – close to specialties Close to the US	No homecare when discharged Transportation Shopping – groceries, restaurants, clothes Waiting lists Lack of affordable housing Have to leave community for nursing home Recreation – swimming pool, parks Few amenities – not keeping up with development of town

Overall Community – Likes and Dislikes Niagara Falls

<i>Likes</i>	<i>Dislikes</i>
City bus service Friendly people Small city Places to enjoy Retirement destination Safe and comfortable Variety of recreational activities Nature, wildlife Lifestyle	Dependent on others for rides Travel to Hamilton for specialized health care Lack of social network
Location near shopping and services Beauty of area Services – e.g. exercise class Recreation – Coronation Centre Walkways Friendly Parks Weather less severe	Costs for dental, eye care, hearing, etc. Hospital parking – cost and distance Accessibility – some doors Different doctors each time Regional transportation Traffic/tourists Shopping in NF Prices going up with people moving in

Overall Community – Likes and Dislikes Grimsby

<i>Likes</i>	<i>Dislikes</i>
Cycle routes--need more Bike paths make it safer on sidewalks Marked crosswalks Grimsby Active Transportation Committee Parks are beautiful Very active senior community Excellent recreation guide to find info	Everyone is in a hurry Drivers not educated--speeding Have to drive to new park Parks are not accessible Need something downtown to walk around No benches in park Market is not in a good place--need more

<p>Seniors seminars in St Catharines-lots of info and activities CCAC is wonderful Some specialists have offices here</p>	<p>parking When Greenbelt legislation stops 2015 will be more houses--will infrastructure keep up? Need better planning systems for new communities Not safe to walk or bike on overpass--difficult to get around highway Too few sidewalks, taxes go up if you get them Can't get to Hamilton if you don't drive New Y is unaffordable Senior population is growing but the activities for seniors are not</p>
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Overall Community – Likes and Dislikes Welland

<i>Likes</i>	<i>Dislikes</i>
<p>French option in LTC Many retirement and LTC options Senior friendly city--benches, signage Community services programs-day programs, support services in apt buildings YMCA Wellness Centre Municipality can freeze tax-repaid upon death Size of city Recreation groups Senior discounts Signs for new washrooms along canal and streets Exercise programs Free parking Transportation--Handitrans Day hospice Seniors citizens advisory committee, French nursing home Respect for all languages New larger street signs More benches with arms and washrooms on trails Delivery service Chamber of Commerce awareness for businesses to be age friendly Meals on wheels</p>	<p>Transportation e.g. hip replacement (border with Fonthill) Library parking-membership in Pelham-free parking in Pelham Frustration getting the right service at the right time, place and cost Pensions limited--living below the poverty line Seniors have no knowledge of their assets and how to utilize them More French and other languages Getting old (3) Tax rates Roads and sidewalks Invisible at night Transportation limited Shopping Not enough youth involved More French service More French LTC beds Snow removal on sidewalks Need to continue hospice care Parochialism-groups that look down on other groups i.e. St Catharines vs. Welland Tax rate Little to keep young people here Sidewalks/roads in poor repair, snow removal on sidewalks</p>

<p>Community support service Lots of entertainment, arts and crafts Family nearby, central location Real estate prices good for downsizing Community atmosphere-friendly Activities for youth Volunteer activities and recognition Market, cultural groups, museum</p>	<p>Privately owned properties unkempt</p>
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Overall Community – Likes and Dislikes Pelham

<i>Likes</i>	<i>Dislikes</i>
<p>Neighbours helping neighbours Pay attention to seniors needs Library programs LTC homes 2 seniors facilities Aging in place Volunteers Pelham Cares, transportation to Dr Lots of communication between groups Community support services Church involvement Council support--open ear Service club awareness i.e. Legion Intergenerational collaboration Town receptive to asks i.e. washrooms, benches Businesses (Sobeys) supportive Support through media Accessibility :Ramp it up"--donated materials, youth building ramps--visibility to all ages School support Gov't requires LTC in each community 1-1 volunteer ratio in homes Community events Books on wheels Recognizing volunteers Community design--> sidewalks Affordability Planning "complete street"</p>	<p>Public transit--in town/inter region Supports to live in home (post discharge) Supports are volunteer based and funding shortfalls Rushed out of hospital with no/few supports esp. rural setting <u>Isolation</u> Need to help seniors become more comfortable with some services Admitted to LTC due to no supports Locate LTC close to communities Demographic imbalance--lack of affordable housing Increased acuity in LTC Senior interaction opportunities PLAN for demographics How to reach isolated with information? Lack of funding Need more volunteers to reach isolated Post office delivery changes Better coordination of services i.e. library Fanning out system to promote engagement Inter municipal volunteer coordination Increase scooters and safety on roads Use newspaper more to communicate events Medical services a concern with Dr leaving</p>

Overall Community – Likes and Dislikes St. Catharines

<i>Likes</i>	<i>Dislikes</i>
Cycling trails Malls-seniors parking is good The Leisure Guide Discussion and exercise groups Path along the canal 211 is a good info service	More benches in stores/streets/public places Getting around--to the mall Trails don't connect More tree shade Large markets supermarkets (too big) Don't know what is out there Parking is expensive i.e. hospital Trails and transit system don't connect The system is not integrated Transportation takes such a long time Have to pack your own groceries Pumping own gas Not enough group activities not enough advertising for 211 Is there an exchange for used walkers, wheelchairs? Suggestion-Red Cross Salvation Army, March of Dimes be umbrella org to collect and disburse

Overall Community – Likes and Dislikes Ridgeway

<i>Likes</i>	<i>Dislikes</i>
Fresh air Friendly Beachcombers Seniors Club Coffee shops (sitting outside) Seniors dinners Close to Buffalo, cheap gas Get small jobs done for seniors that live in their own home Low crime area Pharmacies are excellent	No accommodations for seniors (price) Buses should run more often More/no contractors, honest, small jobs Senior home taxes too high Public washrooms Transportation for shopping and social events No volunteers for help Where to go for home help during illness-who to call No senior visitors Free parking at medical centre for seniors Lack of: transportation Medical--hospital--doctors Dental Hearing aids Eastwood* Seniors housing--subsidized Better transit out of town

	<p>Hospital services returned Better route schedule to grocery store Need health centre in lieu of hospital Store accessibility Reworked street is a disaster Ridgeway/Crystal Beach has become a LARGE senior community but they have removed a lot of health services Need help to find a service, not a 45 button telephone call</p>
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Overall Community – Likes and Dislikes Pt Colborne

<i>Likes</i>	<i>Dislikes</i>
<p>Social/recreation programs Seniors centre New Valley Health and Wellness Centre Walking track Tracks at high schools Trails Advertising activities in newspaper CHC every community has access CHC has other programs--health eating, social workers, holistic approach</p>	<p>Some seniors isolated, no family (CHC has outreach) CCAC helps with discharge planning getting groceries etc--not enough service for whole community East side PC lacks service French service club--no groceries that side of town</p>
<p>People Safe community Close to shopping Parks Friendly – everyone knows everyone Small community</p>	<p>Transportation Hospital closures Affordable housing</p>

Overall Community – Likes and Dislikes NOTL

<i>Likes</i>	<i>Dislikes</i>
<p>Weather Scenery Activities – theatre, shows Community centre Wineries Location Small community Friendly Everything is close by Parks Interesting people visit</p>	<p>No schools Lack of young people Traffic and parking Transportation Medical services available Taxes Accessibility for disabilities Messy tourists</p>

Overall Community – Likes and Dislikes Niagara College

<i>Likes</i>	<i>Dislikes</i>
<p>Near border Niagara College nearby Entertainment opportunities – e.g. casino Beauty of area Quiet Safe Recreation – e.g. fishing</p>	<p>Weekend transportation No wellness program in St. C Construction, disruption Condition of roads</p>

Overall Community – Likes and Dislikes Francophones

<i>Likes</i>	<i>Dislikes</i>
<p>Welland is a nice little town, easy access to everything, not big like St. Catharines There are lots of activities in French ; we can <u>live</u> in French ; The city has raised the Franco-Ontarian flag and it will be there permanently ; makes us proud to be here Mayor's 'The people! We have a very active francophone community ; this is our home (notre chez nous) The Résidence Richelieu, a francophone seniors' residence with activities for seniors ; This dining experience every other week that allows us to get out, have a good nutritious meal, socialize and do activities in French; something to look forward to each week. Our flag at city hall Café corner'</p>	<p>The sidewalks make walking difficult for people with canes or walkers; The lines on Main street; the streets with potholes; The proposal to close the Welland General Hospital; All the money spent to paint the Main Street bridge could have been used elsewhere like improving services. Persons at this dining experience are there because they can get there; they worry about other friends and acquaintances that are not so mobile; Seniors elect to go into a seniors' residence when they cannot manage to maintain their homes anymore; they have to pay for someone to come to help with snow removal and yard work. It is heartbreaking for them to give up their homes. Fear of some that when they will eventually need services, they won't be available. Perception that 'Anglos' infiltrating the institutions at management level and we will lose our services in French we worked so hard to put into place.</p>
<p><i>Suggested Improvements:</i></p> <ul style="list-style-type: none"> • Repair roads and sidewalks; • Make sure sidewalks are shoveled and clear in winter; could introduce by-law where owners are fined if they don't shovel sidewalk within a certain time; make programs available to seniors to get help when they need shoveling, yard work done. 	

- At least maintain the services currently available in French;
- As our seniors become more fragile and vulnerable, will need more services, specifically more long term care;
- As this group of seniors becomes more fragile may need more accessible transportation.

TRANSPORTATION

Transportation West Lincoln

<i>What's Working?</i>	<i>What's Not Working?</i>
Weekly Rexall bus Home delivery of drugs Some community support services in transportation Assistance from family and friends Some good areas for scooters Some special transit	No public transit Some areas not accessible for scooters and wheelchairs Hard for visually impaired pedestrians Uneven sidewalks Short crosswalk lights
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> • Another stop light at this end of town • Use school buses to help seniors a couple of times a day • Proper municipal bus service connecting to Hamilton and St. Catharines • Pedestrian cross walk • Coach Canada buses • Review regional transportation study • Giant Tiger bus • Special rates for taxis 	

Transportation Niagara Falls

<i>What's Working?</i>	<i>What's Not Working?</i>
Public transit Chair-a-Van Volunteer drivers Accommodating bus drivers New buses with drop-down ramps	Travel outside NF for health care and jobs Need more paratransit Condition of sidewalks Scooter safety issues Bike lanes limited Some disrespectful drivers Traffic in downtown area – should be designated pedestrian area
Public transit Care a van Driving – all participants drove Bike lanes	Intercity transit – price, schedule, routes Empty city buses
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> • More and small buses 	

- Day passes
- Collaboration between organizations – e.g. pooling vans
- Use of school buses

Transportation Grimsby

<i>NEEDS</i>
Public transportation Too few parking spots (esp. market) Infrastructure not keeping up with development-need transit More walking cycling trails Better community planning
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Close downtown streets for pedestrians • More parking by the market or put it in Coronation Park • Keep green belt—Bruce Trails, green space, don't sell it to developers • More multi use trails by waterfront • Need a safe way to get around overpasses—tunnels? • Start shuttle bus again with consistent schedule, there may be enough population now to support it

Transportation Welland

<i>NEEDS</i>
Sidewalks-pedestrian safety, crosswalks, countdown times, Woodlawn Raceway, no sidewalks on main thoroughfare Transit stops—bus shelters, snow removal Need walkable communities
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Programs like FAST, NST, cab companies for discount service • Niagara Connect-Mary Riley, Catherine Mundolv • Red Cross • Cyclists educate re safety and courtesy

Transportation Pelham

<i>NEEDS</i>
Public transit (inside Pelham) Winnipeg model 90k experiment fell apart 2-3 x day 5x week Public Transit (inter regional) link with Welland established before and could be explored again esp. if there are resources Active Transportation

<p>Port Robinson Rd could have had better design need design guidelines to comply with walking and biking—need to ensure engineers do the work and follow thru need connectivity so seniors can continue down sidewalk e.g. Kundra Park need more bike parking</p> <p>Scooters see increase in use need to be licensed under MTO officially belong on the road issue is speed</p>
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Test shuttle to band shell • Survey residents during Summer fest • Give seniors a (30-60 day) free pass to see if they use it • Consider volunteers as start up bus buddies • Sept/Oct proposal from Seniors committee to request \$\$ in budget to launch spring 2015 • Will send letter to region to become part of their service—a vital link (request to come from Sr. committee to Mayor)

Transportation St. Catharines

<i>NEEDS</i>
<p>Difficult to travel without vehicle Time/distance GO train convenient still not totally implemented (need bikes at GO station) Need bicycle lanes in city Understanding seniors diversity of needs, now categories ability/disability Vigilant-within the transportation milieu in order to quickly address emergencies Integration of services to change municipal policies in order to make more efficient and time savings Integrate services as intergenerational Reactive not proactive</p>
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Active Transportation Committee in fall for seniors • Understanding needs of seniors—not token • Vigilance in public places re safety (cell phones) • Benches at bus stops, education/training for bus drivers re: seniors needs • PLAN transportation for new facilities • Integrate developments with transportation system • Municipalities need to cooperate to meet the needs of residents

Transportation Ridgeway

<i>NEEDS</i>
Nothing within the area (Stevensville & Crystal Beach) Limited-dysfunctional Poor bus schedule, not near shopping Parking on both sides of street and bump outs are a problem Only one grocery store and it is too expensive—prices raised in the summer for tourists
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • See wish list

Transportation Port Colborne

<i>What's Working?</i>	<i>What's Not Working?</i>
Some parts of the city are walkable City planners use active transportation principles Sidewalks are accessible	Scooters on roads are a danger—need bylaws
Walkable community Driving Free parking Volunteer drivers	Uneven sidewalks Hospital parking Narrow bike lanes Intercity bus schedule

Transportation NOTL

<i>What's Working?</i>	<i>What's Not Working?</i>
Bus from NOTL that goes to Niagara College and connects to Regional Transit Residents can buy \$10/year parking pass	New bus system only services in-town population, not rural areas Frequency of transit not convenient Queen Street lacks cross walks Sidewalks congested, difficult to navigate, especially in tourist season Accessibility to businesses in Old Town – stairs, no ramps
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> • Expand Regional Transit network • Have “Residents Only” spaces designated in central downtown areas – e.g. parking lot behind Courthouse • Add four-way stops at 2-3 intersections along Queen • “Beepers” for sight impaired • Add ramps to businesses • Widen pedestrian sidewalk and add alternate transportation lane for wheelchairs, scooters, etc. by removing parking from one side of street • Replace lost parking spaces with other blocks of metered parking • Designate a block of handicap parking 	

Transportation Chateau Gardens NOTL

<i>What's Working?</i>	<i>What's Not Working?</i>
In-house transportation to events Family members who drive Discounted paratransit for doctors appointments	Crowded inaccessible sidewalks downtown Need to travel to central location to get bus
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> Cheaper paratransit for everything, not just medical 	

Transportation Niagara College Welland

<i>What's Working?</i>	<i>What's Not Working?</i>
Good weekday transit in Welland Niagara specialized transit option Inter municipal transit Cycle and walking trails Driving is OK Volunteer drivers	No public transit on weekends Costs – bus fare, taxis Parking costs Walk signs to short a time (accessibility not flagged as a problem)
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> More buses Weekend/Sunday service Fix roads, potholes Remove obstructions – e.g. median gardens Reduce fares, have seniors fares Make it less confusing 	

HOUSING**Housing** West Lincoln

<i>What's Working?</i>	<i>What's Not Working?</i>
Legion Villa	No nursing home
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> Nursing home Affordable senior retirement apartments Retirement home, assisted living, all levels of care in one place 	

Housing Welland

<i>NEEDS</i>
Affordable housing--subsidized--specific for seniors, includes community room Need more affordable housing

Housing St Catharines

<i>NEEDS</i>
Affordability is an issue Need funds to renovate for affordability and accessibility New housing market is not suited to seniors--multi level
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Advocate for accessible affordable housing • Affordable help with home maintenance • Intergenerational help and support to remain in home • Places to congregate to stave off loneliness and medical issues • Provide help and support for seniors to remain in their own homes • Encourage development around supports • Seniors apartments accessible to services • Investigate "matching service" for seniors to share accommodation

Housing Ridgeway

<i>NEEDS</i>
More 'more more' Want to age in the community—need supports No affordable places to rent--not enough apartments—need a decent place at a decent price 4 year waiting list for Niagara Housing Need seniors apartments here Needs to be accessible Outdoor space Encouraging services to stay/develop in needed areas
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Need services to stay in home • Guideline and controlling body for contractors and senior services providers • Guidelines for nursing homes need to be enforced • Help with utility bills, taxes • Help to upgrade homes so they are cheaper to maintain (utilities) • Financial assistance to convert home to share • Need tax relief so we can stay in our homes • Data base for shared living--funding to renovate to allow for shared living

Housing Port Colborne

<i>NEEDS</i>
Vulnerable seniors end up in poor housing due to mental health factors, no supportive housing, they end up being taken advantage of \$800+ for a one bedroom, cheaper rent means place in poor condition As more people age they will need affordable housing

Overall lack of LTC beds and unaffordable to some Will be a severe lack of affordable housing in 10 years
Need more RGI Support with home renovation Places that take pets More respite care Financial support – seniors running out of money – some using CHIP program More LTC – one home in town with long waiting list

Housing NOTL

<i>What's Working?</i>	<i>What's Not Working?</i>
People living in own homes with outside support Pleasant Manor in Virgil Nearness to border Pathway along Hwy 55 for scooters, bikes and walking Lovely library in great community centre	Restricted access to Pleasant Manor (Mennonite population gets priority) No affordable retirement type housing Cost of services and utilities Lack of income to meet expenses for some people No services for rural dwellers
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> • Heritage Village/Vineland type setup • Find philanthropic people to build affordable seniors accommodation • Housing closer to service centres • Senior lobby for gas and utilities 	

Housing Chateau Gardens NOTL

<i>What's Working?</i>	<i>What's Not Working?</i>
People living in own home – family and other supports Satisfaction with CG facility	Shared accommodation Transition esp. re: downsizing possessions and forming new friends No pets
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> • Facilities improvements • Transition supports 	

Housing Niagara College Welland

<i>What's Working?</i>	<i>What's Not Working?</i>
Retirement homes Niagara housing program RGS housing Supports for living independently – neighbours, home support programs, Family support Lots of LTC homes in Niagara	Taxes Cost of utilities Housing prices escalating as people move to area Pricing of retirement homes Long wait lists for low income housing

<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Address cost issues • More CCAC staff and broader CCAC eligibility • “Ombudsman” or someone to go to for home maintenance disputes • Easier to navigate services

Housing Niagara Falls

<i>What's Working?</i>	<i>What's Not Working?</i>
Snow buddy program	
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> • Use HS students for volunteer credits • More individualized CCAC services 	

RECREATION AND RELATED NEEDS

Recreation West Lincoln

<i>What's Working?</i>	<i>What's Not Working?</i>
Some shopping such as Giant Tiger, Foodland, pharmacy Events such as music in the park SCCN lunches that come to us	No diversity in shopping No seniors complex for a gathering place Limited social activities
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> • Attract more businesses • Build seniors complex including a public swimming pool on old fairgrounds or at the old St. Martin's school 	

Recreation Niagara Falls

<i>What's Working?</i>	<i>What's Not Working?</i>
Variety of recreational activities Nature, wildlife Lifestyle	No seniors rate at Y Awareness of facilities Parking issues Some seniors complacent, isolated Not enough uptake of programs Transportation challenges
Exercise program Coronation Centre Programs at retirement homes	
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> • Computer training geared so seniors <p>“We need someone to answer our silly little questions on the computers”</p>	

Recreation Grimsby

<i>Needs</i>
Seniors Centre is antiquated Not enough room/activities for seniors
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Move services (day care) to Community Care on Service Road (so seniors can have the building in front of seniors centre)

Recreation and Social Needs Welland

<i>Needs</i>
<p>Main idea—get the word out so people can access what is available More bilingual activities- health fair, social get togethers Need for translation (several languages) for posters, public announcements leaflets, etc. Youth attractions—Illuminaqua (jobs allow them to stay and afford to take part) Need more social encouragement-more publicity for programs that will financially aid people to join activities Create an attraction/event that will attract those who NEED to know about public service offerings (e.g. poverty stricken parents) where info will be delivered to them Need central resource person to collect the knowledge of info about what's available in health recreation and/or social needs</p>
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Move services (day care) to Community Care on Service Road (so seniors can have the building in front of seniors centre)

Cultural / Outreach Welland

<i>Needs</i>
<p>Cultural —national people came for jobs, language was not as important Still are people who preserve their primary language, to pass down to the next generation Some groups want their own events, if other groups involved there is a BIG disconnect Churches used to provide this centre of culture, now one church has 2200 families, only 5 children in church Need to have an integrated approach while being sensitive to different cultural needs Tried a culture day, very difficult to get people out Communication is an issue Who can help with this—some are an invisible minority Education re age friendly —start young</p>
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Communicate cultural events through school—include all communities, don't be exclusive • Churches need to reach out more • Promote Niagara Connects

Social Isolation Pelham

<i>Needs</i>
<p>No one place to meet-no seniors centre/community centre Need to keep seniors in mind when planning Fear to try new things, to go new places, easier to stay home rather than deal with “what if’s” Partnership needed with other agencies/share resources More needs to be done to let people know about what is going on locally and regionally More intergenerational activities Need single source of info for seniors Need to get more businesses involved Many feel overwhelmed by their needs More research needs to be done about seniors’ needs in Pelham Stereotype of Pelham “all our rich people” are preventing services from coming Should a survey be done “what do the people need” Are there resources we are not tapping into i.e. churches? Hospice Niagara is an excellent model Need to plan ahead and announce future meetings ahead of time More awareness of issues needed Rural communities overlooked —poverty</p>
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • One stop shopping for services • 211-better coverage • Real Estate, Pelham.com, Business Assoc —use as resource partners • More trained staff for LTC and jobs for them when trained • More LTC

Social & Retail Needs St Catharines

<i>Needs</i>
<p>Winter creates isolation Need community centre in the north end Liked the Grantham Library—but it no longer central Not enough exercise classes (Region)—cut off after 30 people--#31 forced away after making it to the class Tai Chi and Zumba at opposite ends of , don’t want to drive in the winter meetings for seniors should be in the morning or afternoon What happens if the CAW hall runs into financial trouble and the groups running there? handicapped parking should be policed intergenerational training for employees—packing bags, pumping gas will pay a nominal fee for increased services</p>
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • advocate for parking spots for seniors like spots for moms and babes • businesses could offer services like packing groceries for a nominal fee • educate retail staff re older adults needs

- need to be intergenerational education re aging
- customer service training
- utilize churches/schools for activities hubs/centres for seniors
- make public aware of need—leverage existing resources—communicate need clearing house for information
- need policies to promote intergenerational activities

HEALTH CARE

Health Care Niagara Falls

<i>What's Working?</i>	<i>What's Not Working?</i>
People are healthy Good care when you can get it Advancements in medicine Greater awareness of healthy food Interest in fitness More doctors now in NF	Poverty issues re: health Need to travel for specialized care Cost of parking at hospitals Cost of dental, eye and foot care Cost of vet care for seniors with pets Age discrimination – practices refusing older patients; less diagnostic rigour
Medication delivery Lab , X-ray – one stop services Advice/trust with pharmacists NF well served by specialists Walk in clinics	Wait time for doctors appointment Hospital has too many chiefs, not enough front line staff Concern re: hospital closure Ageism with doctors – seniors need to bring advocate with them
<i>How can it be fixed?</i>	
"It all works if you have money"	

Health Care Grimsby

<i>What's working?</i>	<i>What's Not Working?</i>
Very good care for Alzheimer's	Have to go to Hamilton for most specialists Need new hospital No LTC available-nowhere to go People are trying to provide care in the home

Health Care Welland

<i>NEEDS</i>
Retain hospital-orthopedic (loss of services) -possible loss of after hour services -? All acute services—satellite analysis Hospice

<p>Community health hubs (best practice) Centre de Santé Family Health Team Need for mental health and addictions services Dental health care is expensive Prevention is key, needs to be affordable so people use services LYC beds—Extendicare NHS trying to sell beds</p>
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Work better with Niagara college to offer services for seniors, foot care, dental • Home care community services—more in home supports --convalescent care in St Catharines (Linhaven)

Health Care Pelham

<i>NEEDS</i>
<p>Funding is key issue specifically on timely implementation of approved mandates Educational programs req'd to train people in home care —staff req'd to fill needs Private costs are too expensive to assume by many seniors (popular) “Grey tsunami” with no future planning will impact best intentions put emphasis on preventative care —aging well Tax incentives to families and seniors are intact—how to educate people to take advantage Respite care key requirements need to be reviewed to ensure adequate care provided Community planning re having a good demographic mix\increase understanding of family obligations in conjunction with service providers Dental and pharma care needed Mental health needs for seniors require exploration</p>
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Enhancements to medical services in new Fonthill medical centre-one stop medical “shopping” • Many services going to seniors—require review and coordination • Preventative health care VIP program coordinated service provision to keep people in their homes Veteran’s Affairs program as a template

Health Care Ridgeway

<i>NEEDS</i>
<p>Improve home care Hospital nearer to Ridgeway/Crystal Beach—weather makes travel impossible even for ambulance Increased hospital privileges for local doctors Need to go out of area for specialists Help with costs for dental, eyes, hearing Hard to eat well when living alone—need canning groups, cooking circles Immigrants get health care that Canadians don’t</p>

<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Dr clinic needed for Ridgeway/Crystal Beach • Remove parking fees for urgent care centres • Meals on wheels needs better funding

Health Care Port Colborne

<i>NEEDS</i>
<p>Reluctance to seek out help Hospital is out of town, challenge is transportation Red Cross bus and volunteers—need more volunteer capacity Local bus schedule too restrictive Bus to Welland is often empty Lack of services for mental health, no regional groups have presence in Port Colborne People need even time limited counseling—nothing available CHC can only see primary care patients Dr's notice other issues but nowhere to refer them to for help There is a memory clinic in Mapleview, needs to be one here Port Cares and Bridges are good, need more Need some life skills i.e. nutrition., cooking Bridges did a survey and found that 1 in 5 of people over 65 hadn't been to the dentist in over 5 years—leads to emergency medical problems</p>
<p>Doctors not accepting new patients Bridges CHC an excellent resource Pharmacies good – “they will always talk to you”</p>
<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Wainfleet has a new paramedic station that can do home checks i.e. blood pressure, no charge--need one in PC • Should have a dental school clinic for treatment at affordable prices/free • There are health services but people don't know about them

Health Care NOTL

<i>What's Working?</i>	<i>What's Not Working?</i>
<p>Lots of services Seniors exercise classes Health information available Community centre availability Ambulance service Swimming pool available</p>	<p>Poverty issues re: health Need walk-in clinics Hospital closing Availability of doctors and practitioners Parking for appointments Automated phone services Environmental health – spraying of lawns, crops, etc.</p>

<i>How can it be fixed?</i>
<ul style="list-style-type: none"> • Doctors and practitioners on call • Rehabilitation after illness • Physio more available and sooner • Better government control over spraying • Walk in clinics to be open

Health Care Chateau Gardens NOTL

<i>What's Working?</i>	<i>What's Not Working?</i>
House doctors on site Hospital across the street	Had to change doctors Cost of dental and eye care Hospital closing Transportation to appointments
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> • Address hospital closing • More affordable • Address transportation issues 	

Health Care Niagara College

<i>What's Working?</i>	<i>What's Not Working?</i>
People are reasonably healthy Hospital in Welland, new hosp. in St. C Family Health Team Access to physio Health and wellness programs CHC for francophones Welland Community Wellness Complex CCAC supports Clinics at Niagara College	Cost of dental, eye, hearing Parking costs for appointments Wait times for Emerg. Beds not available Early discharge from hospital Wait times for specialists Doctors retiring
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> • More doctors • More information about programs available • Cost reductions for all services • More preventative services 	

SUPPORTS FOR SENIORS

Supports for Seniors West Lincoln

<i>What's Working?</i>	<i>What's Not Working?</i>
Meals on wheels Frozen meals	Home from hospital with no support Snow removal and lawn care for seniors in their own homes

	Liability insurance on services Wait times for nursing homes Hot meals when people want them Families not checking on seniors in their own homes
<i>How can it be fixed?</i>	
<ul style="list-style-type: none"> • More information about what is available – e.g. 21 • Families speaking up at hospital about what supports they need when sent home • Recognition (by Council) of problem of nursing home wait lists 	

Supports for Seniors Port Colborne

<i>NEEDS</i>
Need to be more coffee clubs so people make connections Outreach to isolated like Port Cares--food banks utility banks etc Need a matching program for people to get used furniture etc.

WISH LISTS

Wish List West Lincoln

- Major well equipped recreation centre (9 votes)
- More retail – e.g. Walmart (9 votes)
- Transportation within and across region (7 votes)
- Local nursing home (6 votes)
- More volunteers (transportation, meals on wheels (5 votes)
- More businesses/jobs (4 votes)
- More/better CCAC services (4 votes)
- Recognition by Council of seniors issues (4 votes)
- More information available (3 votes)
- Better accessibility (2 votes)
- Affordable housing (2 votes)
- Better sidewalk maintenance (2 votes)
- Affordable caregiver relief (1 vote)

Wish List Niagara Falls

- Families available to help
- A good friend
- Universal designs
- A strong seniors advisory committee
- Transportation
- Health care

August 28 Session:

- Snow removal

- In home help and care
- Help with hydro and gas expenses
- Support network
- More affordable RGI housing
- More hospital staff
- Affordable senior housing
- Transportation once you can't drive
- Help/outreach to people on own without families – friendly visiting
- Gardening assistance
- Better, more accessible information
- More community activities in LTC
- Family docs keep hospital privileges
- Faster and more CCAC services

Wish List Grimsby

- More sidewalks (3)
- More benches (2)
- New bigger seniors centre/wellness centre(1)
- Bus to Welland/Fort Erie Seniors centre(1)
- More parking(1)
- Public transit system (2)
- More low rent/affordable housing(2)
- Move the market(3)
- Promote accessibility (2)better planning for new development (5)

Wish List Welland

- Free transit outside of rush hour for seniors (3)
- Extend the bike paths network(5)
- Enforce bicycle by laws (3)
- Make allowances for scooters (4)
- Promote cultural change from cars to transit (2)
- More transit for those requiring ADL
- Better transit links (1)
- Municipality should plow and sand all sidewalks (3)
- Lower taxes so seniors can stay in homes(2)
- More tax dollars flowing to transit
- Use school buses for increased transit routes (2)
- Make inter municipal transit attractive to the private sector (taxis etc) (1)
- Promote age friendly business tools i.e. thru Chamber of Commerce) (4)
- Planning and development to look to the future re built environment (3)
- Incorporate best practices in the strategy (4)
- Include all ages in recreation programs (2)

... Cont'd

Wish List Pelham

- Seniors centre (7)
- PLAN for senior pop
- One stop shopping for info (11)
- Pilot bus/shuttle service (3)
- Inter-regional transit system (partner with another mun.-GO system)
- Ensure design planning includes active transit (3)
- Allowances for seniors (scooters etc)
- Senior friendly transit
- Promote public transit (rather than cars)
- CLEAR info available re schedules etc--initial free pass
- Handitrans
- Schedules geared to riders needs
- Need to SEE approved LTC beds (1)
- Skilled/trained staff (LTC) (3)
- Affordable medical care (non OHIP)
- Advocate for funding for seniors services(1)
- Funding to maintain seniors in own homes (\$)
- Coordinate seniors centred services
- Needs based respite care vs. funding based
- Work with families to maximize care
- National pharma care program
- VIP program for all seniors (Veteran's Affairs model) (8)

Wish List Ridgeway

- Affordable accessible senior housing (26)
- Functional bus schedule (3)
- Clinic with doctors (13)
- Sharing system for housing with funding to renovate housing for this (2)
- Funding to make housing accessible (1)
- Better communication/coordination (1)
- Senior to form advocacy movement (2)
- Use (closed) schools for seniors housing, multiuse centres, clinic, retail, recreation (15)

Wish List NOTL

- All-season swimming pool (5)
- Services in rural areas (4)
- Supports to stay at home (3)
- Keep hospital open (3)
- Cross walk on Queen Street (2)
- Lower taxes (2)
- Affordable retirement living (2)
- More crime prevention (2)

- Affordable door to door transit pickup (1)
- Better health care (1)
- More physio in community centre (1)
- Seniors health and wellness centre (Shangri La) as tourist attraction (1)
- Seniors discounts (1)
- Increase pensions and financial support (1)
- Accessible ramps
- Lakeshore Road improvements
- More schools
- Ban pesticides
- Cheaper local produce
- More youth programs
- More accessible healthcare practitioners\

Wish List Chateau Gardens NOTL

- Health
- Mobility
- Services more customized to individual needs
- Opportunities for community involvement
- Upgraded, more LTC options
- Transportation
- More staff to provide services to seniors – in home and community
- More social activities, esp. involving young people

Wish List Niagara College Welland

- Accessible easy to use transit
- Financial relief with services
- Wellness – e.g. masseur, hot tub, treadmill, trainer
- Smart spending – services not flowers
- More doctors
- Fix the roads

Wish List Pt. Colborne

- Stay in home
- Hospital open
- Cheaper Y
- More doctors
- Extra home care from CCAC
- Home renovation grants
- Cost relief for dentists, etc.
- Address seniors poverty/income issues
- Free transportation and recreation
- Low income housing for seniors
- New hospital

ADDITIONAL COMMENTS AND ADVICE

Advice Grimsby

- Town councillors should have been at today's session
- Need more accessible washrooms

Advice St Catharines

- Please follow up with your reports and share findings after Sept. meeting
- We need this information to be shared with other communities
- Advocate for senior supports i.e. pumping gas, carrying out groceries
- Public awareness of age friendly issues
- Leverage existing resources i.e. dance school facility or church for more recreational activities
- Lots of recommendations, some major changes implied--seems like many irons!
- Will these prospective changes ever be implemented?
- Encourage the integration of all generations with a common understanding of the benefits for all, and generate an integrated way of life so seniors do not age alone.
- Increase number of exercise programs available by charging participants a nominal fee to help fund such programs
- Original concept was to improve senior's strength balance and independence to save money in the long run on hospitalization etc.
- Improve the connectivity between services that are available and seniors awareness of services --media etc.
- Plan for seniors BEFORE building community projects--location, transportation, affordability, assistance

Advice Grimsby

- Many of the problems would be helped by public transport. The transportation issue will act as a catalyst for homeowners, renters, businesses, doctor's clinic etc.

Other Points Thorold

- New \$3M seniors centre has 500+ members about 75% local
- Regional transit system exists now between St. Catharines, NF and Welland
- Shortage of LTC and affordable housing
- Two doctors retired and gave notice to town – they were able to recruit four new doctors
- Advisory Committee to Council is focusing on active transportation
- Need more integration or recreational services and facilities

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PROJECT WORKING PAPER – Not for distribution