



TOWNSHIP OF LEEDS AND THE THOUSAND ISLANDS



Township of
Leeds and the
Thousand Islands

Inventory of Age-Friendly Community Dimensions

November 2016

Funded by the Government of Ontario



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1.0 Project Background

1.1 Introduction

The purpose of this Inventory of Age-Friendly Community Dimensions is to explore how well age-friendly services and facilities are currently provided in the Township of Leeds and the Thousand Islands, and to lay the groundwork for improving them.

The world is currently in the midst of a significant shift in its demographic makeup, with the proportion of individuals over 60 years of age growing faster than any other age group¹. In Canada, as in numerous other countries, it was recently estimated that the number of persons aged 65 years or older now exceeds the number of children aged 0 to 14 years². Largely due to the aging of baby boomers and extensions in life expectancy, the number of seniors in Canada could double over the next 25 years³.

¹ World Health Organization, 2002. Active Aging: A Policy Framework

² Statistics Canada

³ National Seniors Council, Report on the Isolation of Seniors

The overall aging of the population presents a wide array of opportunities and challenges within communities. In part due to the World Health Organization's (WHO's) Global Age-Friendly Cities Initiative, communities are beginning to understand that seniors are not all identical, but are a diverse group with diverse lifestyles, incomes, health statuses and needs⁴. Launched in 2006, the WHO's initiative has helped to draw attention to the needs of seniors and to what can be done at the community level to improve older adults' overall quality of life.

The Township of Leeds and the Thousand Islands recognizes that it is becoming increasingly important for communities to do their part in addressing the needs and challenges facing older adults, including tackling such issues as housing, health care, accessibility and community services. Currently, the Township is home to a growing population of 4,260 adults over the age of 50, accounting for more than 45% of the population. Between 2006 and 2011, the Township's 65+ population increased by 16.9%. To respond proactively to the needs of this demographic, the Township is taking steps to ensure that age-friendly structures and programs are in place.

The Township retained MMM Group Limited, a WSP company, to assist with the preparation of an Inventory of Age-Friendly Community Dimensions. This project was funded by the Government of Ontario. The Township recognizes that the ways in which we plan and design our communities, provide service delivery, and communicate and engage seniors should be enhanced. Creating an age-friendly community will contribute to improved quality of life for all citizens. The Leeds and the Thousand Islands Inventory of Age-Friendly Community Dimensions provides insight into the Township's current age-friendly practices and opportunities for improvement, as well as goals and direction for its age-friendly future. It provides an in-depth account of "where the Township is" as an age-friendly community.

While this Inventory of Age-Friendly Community Dimensions is not an action plan, it is designed to form the basis of a future Age-Friendly Community Action Plan, which would set out specific actions and recommendations that can be taken to ensure that the Township's age-friendly goals are met.

⁴ National Framework on Aging: A Policy Guide

1.2 What is an Age-Friendly Community?

As the world's population grows older, the WHO has stressed the importance of building age-friendly cities and promoting active aging in communities. Active aging refers to the capacity for people to continue to participate fully in their communities at all stages of life. It is influenced by economic, social, and physical factors.

Recognizing the breadth of these issues, the WHO established the Age-Friendly Cities Initiative, which encourages municipalities to enhance their services, structures, programs and built environments for older populations. The companion Age-Friendly Cities Framework, which is discussed in more detail in Section 1.4, has helped many municipalities to assess their own age-friendliness by examining elements such as transportation, housing and community services.

The Ontario Seniors' Secretariat (OSS) has built on the WHO's work to provide municipalities with additional resources to make community improvements through the age-friendly lens. As a framework for municipal planning, an age-friendly perspective benefits older adults, young families with children, and persons with disabilities. The OSS Age-Friendly process is discussed in more detail in Section 4 of this report.

At its core, an age-friendly community is one that ensures aging residents at all levels of ability are supported, respected and encouraged to participate in community life. For example, in an age-friendly community, public buildings have accessible entryways including push-button accesses and level surfaces. Aging residents have strong social networks and can participate in a variety of affordable and inclusive community programs. In an age-friendly community, aging residents have a range of affordable transportation options which could include a network of trusted volunteer drivers or a safe and efficient public transit system. Older residents also have access to a range of affordable health, community support and home care services. Through community attributes such as these, residents are able to "age in place," staying in their homes, neighbourhoods, and communities for as long as they wish to do so.



Considering community assets through an age-friendly lens will allow for informed decision-making regarding all aspects of the community, including land development, transportation planning, parks and open space, and social services, ensuring that community investments are implemented as needed.

1.3 Community Profile

The total population for the Leeds and the Thousand Islands Census subdivision 2011 Census of Population was 9,277.

As a result of natural demographic shifts and migration, the Township's population is also slightly older than the national average: nearly 19% of the population is aged 65 or over, compared to 15% Canada-wide. This growing cohort has specific needs that must be met to ensure that they can continue to fully engage and participate in all that this community has to offer. The needs of older adults within the Township of Leeds and the Thousand Islands will change as they age, making it vital to consult with, and plan for, this community now and into the future. These needs can include matters such as support services for snow removal and lawn maintenance for those who reside in their homes but are unable to conduct these activities, or the provision of additional seating areas along streets, pathways, including pedestrian walkways between parking lots and buildings.

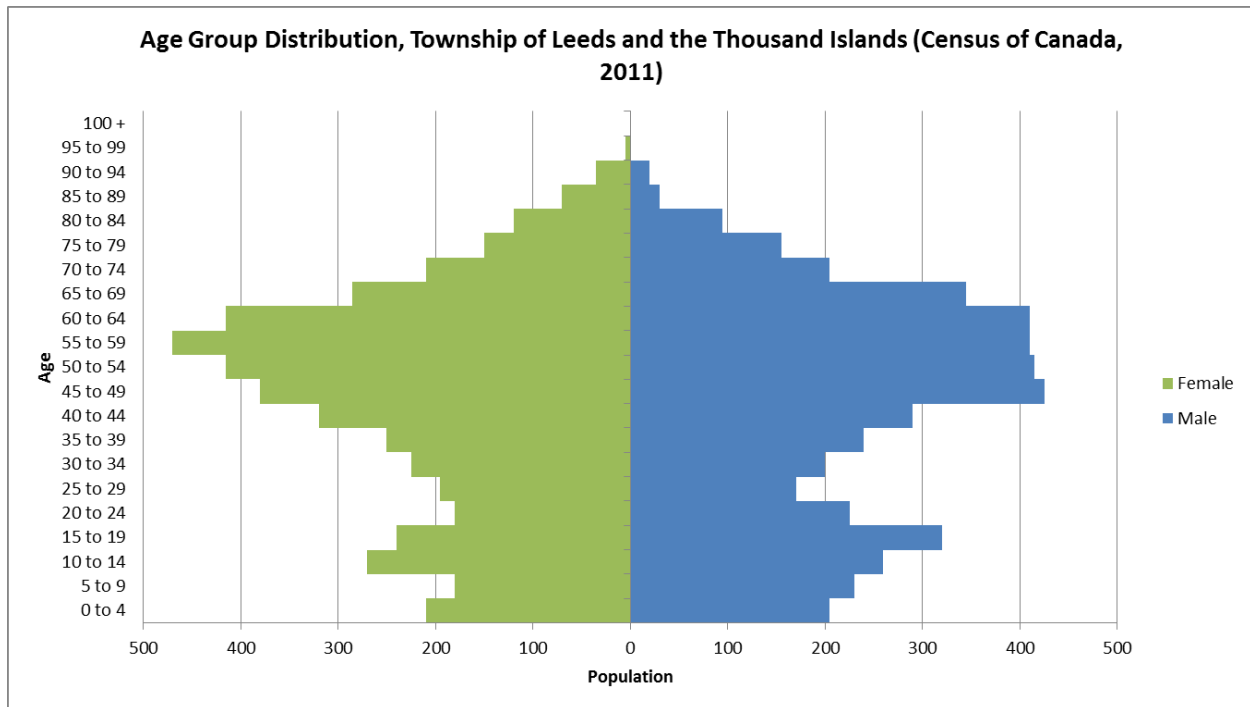


Figure 1: Township of Leeds and the Thousand Islands Population Pyramid

Source: Statistics Canada, 2011

Table 1: Township of Leeds and the Thousand Islands Age Distribution, 2011

Age Groups	Both Sexes	Male	Female
0 to 14	15%	15%	14%
15 to 29	14%	15%	13%
30 to 49	25%	25%	25%
50 to 64	27%	26%	28%
65 +	19%	18%	19%

Source: Statistics Canada, 2011

1.4 Age-Friendly Assessment Framework

In response to changing demographics, and to assist communities with the creation of enhanced, livable environments for residents of all ages, the World Health Organization launched its Global Age-Friendly Cities Framework. The framework is used to encourage municipalities to become more age-friendly by examining the community through the eyes of its aging residents to uncover areas of opportunity and improvement. The framework highlights eight interconnected elements that influence active aging. These elements are illustrated in Figure 2 and summarized in Figure 3.



Figure 2: Eight Dimensions of an Age-Friendly Community

Figure 3: Summary of Age-Friendly Community Dimensions



Outdoor Spaces and Buildings

The condition, quality and design of the physical environment including parks, sidewalks and buildings, have a significant influence on the mobility, independence and quality of life of aging residents.



Transportation

As people age, there is a tendency to rely more on public transportation. The availability of accessible transportation options aids in the ability of aging residents to participate in the community and increases access to community and health services.



Housing

Appropriate housing structure, location, design and a wide variety of available housing choices can have a significant impact on the independence of aging residents. Appropriate housing can allow people to age in place comfortably within the community.



Social Participation

The ability and opportunity to actively participate in social, cultural and recreational pursuits has a positive influence on the physical and mental well-being of aging residents.



Communication & Information

Access to and the wide distribution of clear, relevant information is essential for aging residents to be able to maintain strong social ties and community connections.



Respect & Social Inclusion

Aging residents should continue to be respected for their roles and contributions to the community. The provision of outreach to aging residents and opportunities to participate in community life can help to mitigate isolation.



Civic Participation & Employment

Aging residents offer a variety of skills, knowledge and experiences that can provide benefits to the community. Aging residents should be able to contribute to their communities through paid and unpaid employment for as long as they would like to or are able to do so.



Community Supports & Health Services

In order for aging residents to successfully age in place, the community should offer sufficient good quality and accessible healthcare and community programs and services. Doing this will allow residents in the community to receive appropriate care.



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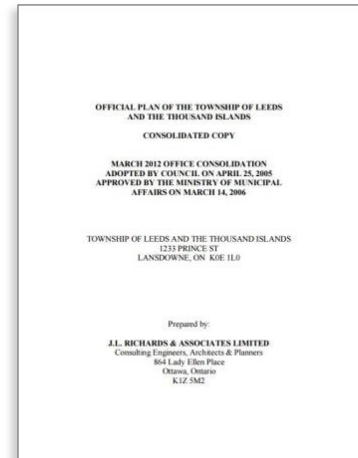
2.0 Municipal Policy Review

As a component of the Inventory of Age-Friendly Community Dimensions, existing municipal policies were reviewed to identify needs, goals and commitments that are relevant to age-friendly planning. The findings of the municipal policy review helped highlight needs and priorities the Township has already identified, as well as actions it is already taking to improve its age-friendliness. Additionally, implementing an age-friendly perspective in municipal planning requires that policies and practices in a wide range of areas, including infrastructure, social programs, and health services, work to support each other. The development of a future Age-Friendly Community Action Plan should therefore consider the Township's existing policies and be consistent with them wherever possible.

2.1 Official Plan of the Township of Leeds and the Thousand Islands

The Township's Official Plan (OP) (2005, consolidated 2012) is intended to support the quality of life of its residents by providing a clear framework for land use and development.

Section 2.1 of the Official Plan (OP) emphasizes the Township's natural environment and scenic beauty as key elements of its quality of life and economic development. Section 2.4 acknowledges the Township's aging population and slow growth, but notes that the attractiveness of the Township as a retirement location is expected to contribute to development pressures.



Section 3.3 sets out various specific objectives relevant to age-friendly community planning, including:

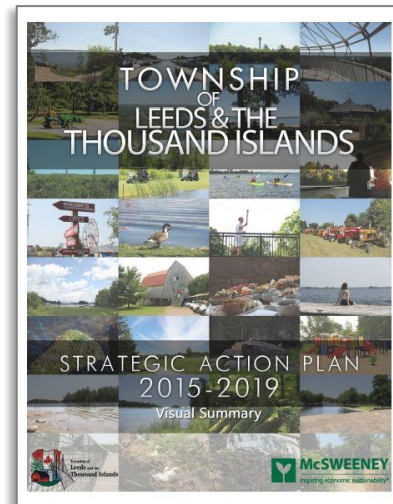
- Providing for a full range of housing types and densities in all planning jurisdictions, to meet the market and demographic requirements of current and future residents;
- Preserving and enhancing historical and cultural attributes of the municipality;
- Providing effective, compatible and affordable infrastructure, community services and public facilities;
- Strengthening the role of settlement areas as local commercial, residential, social and cultural centres for the Township; and
- Ensuring that land-use designations and related policies foster economic diversification and growth.

Section 4.1 identifies community improvement objectives for the Township's villages, including maintaining and improving infrastructure, buildings, and streetscapes; ensuring adequate and appropriate housing; and providing adequate social, recreational and community facilities.

Section 4.6.2 sets out policies aimed at improving recreational facilities within the Township, including building upon existing trail systems, conservation areas and parks; developing linkages between recreational trails and settlements; and encouraging seasonal festivals and sporting/cultural events.

2.2 Strategic Action Plan

The Strategic Action Plan 2015-2019 was developed through extensive public consultation and is intended to focus the efforts of Council during their four-year term. It envisions a rural community that is valued for its rich natural beauty, its respect for its historical significance, and its friendly and welcoming nature. The main objectives of the plan are to promote the development of focused and centralized community services and a strong local economy, while maintaining the Township's high quality of life. The key themes of the plan focus on sustainability in the natural environment, community and economy.



Major strategic actions relevant to age-friendly community planning include:

- Ensuring the accessibility of the natural environment;
- Creating a culture of customer service, including communicating effectively with all members of the community;
- Enhancing the Township's built environment, including built heritage, wayfinding, community improvement plans, parks, and transportation infrastructure; and
- Developing partnerships with community organizations on assets and events that enhance Township quality of life.

2.3 Economic Development Strategic Plan

The Economic Development Strategic Plan (2006) was developed to build on the Township's economic strengths, including a relatively well-diversified economy, and address its challenges, including a large amount of seasonal employment, a small local market, and difficulties finding qualified employees.

Of particular relevance to age-friendly planning, the plan notes that retiring professionals bring leadership skills and other abilities to the region's economy. This dimension is to be considered in future economic development initiatives to build on the region's competitive strengths, which include tourism, natural environment, creative industries, agriculture, and distribution/logistics.

2.4 Investment Readiness Plan

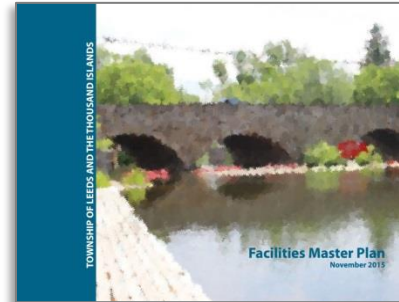
The Investment Readiness Plan, prepared in 2014, was designed to set economic growth priorities for the next 3-5 years. Objectives with relevance to age-friendly community planning include:

- Forging strong relationships and partnerships, including with village organizations and the County;
- Promoting demographic diversity by attracting new residents and enhancing recreational, cultural and social community assets; and
- Encouraging sustainable development by facilitating higher-density mixed-use or residential developments within targeted areas, and by providing services and infrastructure that anticipate residents' diverse needs.



2.5 Facilities Master Plan (Draft)

The Draft Facilities Master Plan (2015) is intended to guide the prioritization of municipal investment in community facilities over a 10-year period. These facilities include municipal offices and garages, community halls, libraries, and boat launches/docks. This plan complements the Strategic Action Plan and identifies similar priorities.



Key municipal service objectives with relevance to age-friendly planning include:

- Ensuring resident access to community space, through municipal facilities or partnerships;
- Ensuring community access to information on recreation programs, services and facilities; and
- Developing recreation programming to meet evolving community needs.

Specific recommendations include:

- Implementing accessibility improvements during community facility renovations;
- Undertaking wayfinding and landscape planning improvements at municipal docks; and
- Monitoring recreation program demand to develop new programming as appropriate and complement offerings from other providers.

The Facilities Master Plan will be complemented by the Parks Master Plan (in prep) to create a comprehensive Recreation Master Plan.



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3.0 Approach, Vision and Direction

3.1 Project Approach

The development of the Township of Leeds and the Thousand Islands Inventory of Age-Friendly Community Dimensions followed the process developed by the Ontario Seniors' Secretariat, entitled *Finding the Right Fit: Age-Friendly Community Planning*. The full process involves four steps in two phases, as described below and illustrated in Figure 4:

PHASE 1

- Step 1 – Define Local Age-Friendly Principles
- Step 2 – Assess Community Needs

PHASE 2

- Step 3 – Develop an Action Plan
- Step 4 – Implement/Evaluate the Action Plan

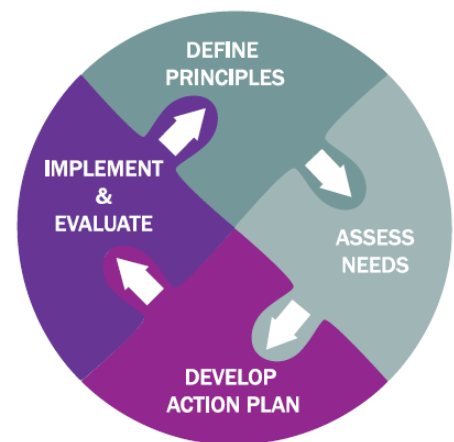


Figure 4: Ontario Seniors' Secretariat Age-Friendly Planning Process

In completing this Inventory, the Township of Leeds and the Thousand Islands undertook Phase 1—that is, the first two steps—of the OSS process, in order to understand the existing conditions in the Township for each of the WHO’s community dimensions. The Inventory consisted of:

1. Defining local age-friendly principles and priorities through the development of a vision statement and goals, and
2. Assessing community needs through an age-friendly community audit and consultation with Township residents and service providers.

The Project Team preparing the Inventory consisted of staff from the Township of Leeds and the Thousand Islands and from MMM Group, a WSP Company. In addition to using WHO and OSS evaluation materials and undertaking a community audit, the Project Team consulted a variety of residents and service providers in the Township to gather information on local age-friendly principles, needs and opportunities. Consultation activities included an Age-Friendly Committee established to guide the project, a community survey, and the first-ever Leeds and the Thousand Islands Seniors’ Expo. Each of these activities is described further in the pages that follow. Without the knowledge and insight provided by the Township of Leeds and the Thousand Islands residents through the Age-Friendly Committee and the public engagement events, the Inventory would not be possible.

Age-Friendly Committee

The Township of Leeds and the Thousand Islands Age-Friendly Committee was formed at the outset of the project and was closely involved in the development of the Inventory. The Committee’s mandate was to provide their expertise and experiences regarding age-friendly communities and services, and raise public awareness and interest in creating an age-friendly Township.

Committee members were strategically identified to ensure a broad range of knowledge and experience, and included representatives from government and non-profit service agencies, advocacy groups, cultural organizations, and the community at large. Committee members were instrumental in increasing community participation in the project and ensuring a broad range of public input was incorporated into the Age-Friendly Inventory.



Committee members participated in a Visioning Workshop early in the development of the Inventory. The goal of the workshop was to establish a vision and guiding principles for the project, and to begin identifying the highest priority needs and opportunities to make Leeds and the Thousand Islands a more age-friendly Township. Details on the Visioning Workshop are provided in **Appendix A**.

Community Audit

The Age-Friendly Community Audit took place on May 16, 2016. Staff from the Township and MMM Group visited public, community and commercial areas throughout the Township to document and assess their age-friendly features, with a focus on the WHO's Outdoor Spaces and Buildings dimension.

Eight communities and settlements were visited during the audit (Lansdowne, Ivylea, Rockport, Escott, Lyndhurst, Oak Leaf, Seeley's Bay, Bay of St. Lawrence) and nearly 250 photos were taken. The Township's public spaces were assessed according to eight questions developed by the World Health Organization. The findings of the audit are summarized on the pages that follow.

Assessment Question 1: Are public areas clean and pleasant?

Strengths



The Township provides many clean, inviting and well-maintained public areas, such as Furnace Falls (above, left) and Haskin's Point (above, right)

Opportunities



Vacant corner "bump-out" could be enhanced with a bench, flower box, bike rack, or other amenity



Ivy Lea boat launch could be enhanced by seating or other amenities for public use

Assessment Question 2: Is there enough accessible outdoor seating?

Strengths



Waiting area at a business that can benefit customers of all ages



Public benches on a public street corner, provided by local improvement association

Opportunities



Access to outdoor seating for users of mobility aids could be enhanced with a ramp or a level surface



Access to outdoor seating for users of mobility aids could be enhanced by providing a pathway

Assessment Question 3: Are sidewalks well-maintained, non-slip and free of obstructions, with dropped curbs?

Strengths



Unobstructed sidewalk with curb cuts at entrances



Dropped curb at corner with a smooth transition to crosswalk level

Opportunities



Reduce tall curbs during future reconstruction to improve crosswalk accessibility for users of mobility aids



Opportunity to identify and provide sidewalks where needed on rural roads, depending on traffic levels and nearby land uses

Assessment Question 4: Are there enough well-marked pedestrian crossings?

Strengths



Marked crosswalks are provided at several locations in the Township

Opportunities



Opportunities to provide crosswalks at other locations in the Township, in consultation with other levels of government

Assessment Question 5: Are accessible customer service arrangements provided?

Strengths



Low customer service counter can accommodate users of mobility aids



Flexible desk can accommodate all users

Opportunities



Providing lower customer service counters will increase accessibility for a range of users



Assessment Question 6: Are buildings well-signed outside and inside?

Strengths



Signage makes building accessibility features easier for users to find



Wayfinding signage improves visibility of services and community destinations

Opportunities



Signage at eye level could improve visibility of accessible parking space



Opportunity to provide signage to direct users from accessible parking to an accessible entrance

Assessment Question 7: Do buildings have accessible entrances and elevators?

Strengths



Accessible entrances with level doorways, automatic doors and well-located buttons are common



A variety of businesses and services have adapted their facilities to be more age-friendly, including this motel

Opportunities



Opportunities to provide more accessible entrances at numerous businesses and services



Opportunities to improve existing level entrances by removing lips at doorways

Assessment Question 8: Are there enough accessible public washrooms?

Strengths



Numerous public buildings provide accessible washrooms

Opportunities



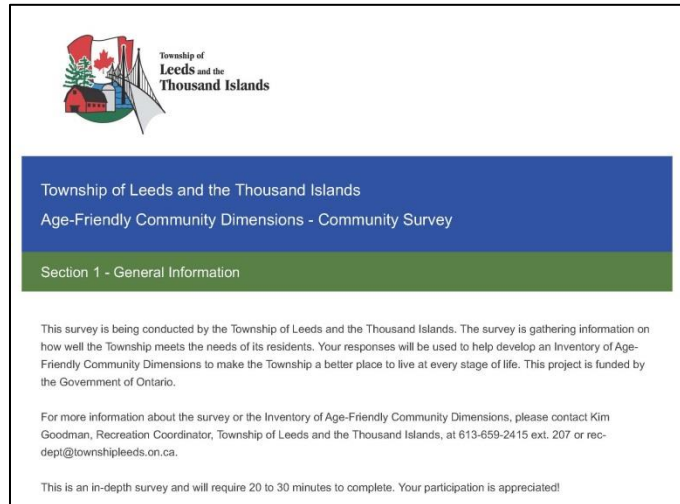
Remove speed bumps obstructing ramp to accessible washroom



Add push buttons to allow those with mobility aids to open doors independently

Community Survey

The community survey was the first major engagement opportunity for the community. It was launched online for a six-week period in June and July 2016. Paper copies of the survey were also made available through the Project Team, community partners and Committee members during this time. Copies of the survey were also provided at the Leeds and the Thousand Islands Seniors' Expo described below.



The survey sought input on all eight WHO dimensions of age-friendly cities. The survey was based on the WHO's Community Dimension checklists, with the addition of some tailored questions specific to the Township. It invited respondents to indicate what community services and features were age-friendly, and what could be improved. A copy of the survey and summary of results is provided in **Appendix B**.

In total, 55 respondents completed the survey, providing valuable insight into residents' needs and perspectives regarding age-friendly planning.

Leeds and the Thousand Islands Seniors' Expo

As a component of this project, the first-ever Leeds and the Thousand Islands Seniors' Expo took place on June 18, 2016 at the Lansdowne Community Hall. It involved 15 exhibitors and presenters from a variety of government agencies, community organizations and businesses serving seniors. It featured welcoming remarks from local dignitaries; an introductory



presentation on age-friendly communities and the Inventory project by staff from the Township, MMM Group and the Seniors' Health Knowledge Network; and additional short presentations throughout the day on topics of interest to seniors, including fitness, gardening, library services and financial planning. This public event had two major objectives:

1. To provide an opportunity for seniors to learn more about age-friendly communities and the services and opportunities offered by local businesses and organizations; and
2. To help the Project Team gain insight into the needs to be addressed in the Age-Friendly Inventory, through the Community Survey and numerous one-on-one interactions.



More than 40 members of the public attended the event and provided comments and survey responses that were carried forward into the development of the Age-Friendly Inventory.

Draft Report Review Survey

The draft Age-Friendly Inventory report was circulated via Committee members and posted on the Township website in October 2016. Township residents were invited to review the document and provide feedback through a short survey that was available online or in hard copy. Twenty-one community members completed the survey, providing valuable comments that informed the final report revisions. A summary of the results is provided in **Appendix C**.

3.2 Vision and Direction

Vision

A vision statement describes an ideal state or purpose which a community can work together to achieve. It is an important element of age-friendly planning, as it identifies community priorities and helps set the overall direction for an Age-Friendly Inventory and future Action Plan.

Workshop participants were asked to respond to the following question: "In 5 words or 3-word statements, how would you describe Leeds and Thousand Islands as being an Age-Friendly Community?" The most common key words are illustrated in Figure 5.



Figure 5: Brainstorming word cloud generated at Visioning Workshop



In small groups, participants then developed three preliminary draft vision statements based on the key words and ideas previously discussed.

1. The Township of Leeds and the Thousand Islands is an open-minded, age-friendly community that supports an ongoing quality of life, respecting the accessibility needs of all.
2. Our community strives to be welcoming and accessible for all.
3. The Township of Leeds and the Thousand Islands strives to be an age-friendly community in respect to age, ability and stages of life. We strive to empower individuals to attain fulfillment in all aspects of life.

The larger group discussed these drafts together and developed the following draft vision statement for the Township's Age-Friendly Inventory:

“The Township of Leeds and the Thousand Islands will be an age-friendly community where individuals have access to a good quality of life, are empowered to attain fulfilment in all aspects of life, and where the needs of all ages are respected.”

Goals

Goals support the vision statement by providing clear actions that will be taken to achieve the vision. With input from local residents, the Township of Leeds and the Thousand Islands worked collaboratively with the Age-Friendly Committee to develop the following age-friendly goals:

1. Identify opportunities to improve existing age-friendly services
2. Promote acceptance of the diverse needs and abilities of Township residents
3. Include residents of all ages and background in age-friendly initiatives
4. Remove economic barriers to accessing age-friendly activities and services
5. Ensure equality of all villages/areas of the Township in providing age-friendly services
6. Develop innovative approaches to meeting age-friendly needs, especially in housing and transportation

7. Explore opportunities to use technology to improve access to age-friendly initiatives
8. Foster communication, coordination and cooperation among residents, governments, and community partners
9. Promote education and awareness of the importance of planning for age-friendly communities



4.0 Inventory of Age-Friendly Community Dimensions

The Township of Leeds and the Thousand Islands Inventory of Age-Friendly Community Dimensions has been prepared based on best practices in age-friendly planning, a range of background research, and input from community members throughout the plan development and public engagement process. This information and knowledge forms the basis for the specific recommendations and actions to be taken to achieve the Township's age-friendly vision and goals.

The Inventory is structured according to the WHO's eight dimensions of age-friendly communities: Outdoor Spaces and Buildings; Transportation; Housing; Social Participation; Respect and Social Inclusion; Communication and Information; Civic Participation and Employment; and Community Support and Health Services.

Each dimension is presented in the following format:

Summary: A short introduction to the dimension and its role in making the Township a more age-friendly community, as well as aspects of this dimension that were assessed during the age-friendly planning process.

Existing Age-Friendly Assets: A summary of the features, programs and services that currently help make the Township more age-friendly.

Opportunities for Improvement: A review of common issues and concerns identified during the public engagement process. Taking steps to address these issues will help make the Township more age-friendly.

4.1 Outdoor Spaces and Buildings

The design, quality and condition of the outdoor environment and public buildings can have a significant impact on the mobility, independence and quality of life of older residents.

Safe, accessible and well-maintained streets, parks, buildings and other public spaces have a positive influence on residents' health and quality of life, by making it easier to move freely



around the Township to access services and take part in community activities. Are sidewalks and pathways in the Township well maintained and free of obstructions? Are there enough appropriately marked pedestrian crossings? Do buildings have ramps, automatic doors, benches and accessible washrooms? The needs assessment considered these factors and many more.

Existing Age-Friendly Assets

- There are numerous outdoor spaces that are considered clean, pleasant and safe, including parks, streets and waterfront areas.
- Several communities have implemented streetscaping that includes curb “bump-outs” at corners (making pedestrians more visible and decreasing the distance they must cross) and high-quality sidewalk surfaces.
- Several communities have streetside public rest areas incorporating features such as benches, bike racks, landscaping, wayfinding and garbage cans.
- Several businesses provide age-friendly amenities such as fully accessible entrances, lower counters and outdoor seating.
- There are several accessible trails and walking routes, including the Thousand Islands Parkway and the Vita Parcours Fitness Trail.

Opportunities for Improvement

- Identify priority locations for new pedestrian infrastructure, such as sidewalks, benches, and marked crosswalks, and develop an implementation schedule.
- Identify priority locations for improvements to existing pedestrian infrastructure, such as widening sidewalks, adding curb cuts, or improving surfaces, as part of scheduled maintenance work.
- Ensure pedestrian access is maintained throughout the year through good winter maintenance of sidewalks and business entrances.
- Increase the number of businesses and public buildings that provide fully accessible entrances, customer service facilities, signage and public washrooms.
- Enhance the Ivy Lea boat launch by providing age-friendly features such as seating.
- Improve the accessibility of Kendrick's Park by developing a pedestrian/cycling route connecting it to Lyndhurst.
- Improve the accessibility of the Bay of St. Lawrence outdoor fitness facilities for users of mobility devices, through the development of a formal pathway.

4.2 Transportation

Particularly in a rural area such as the Township, the availability and accessibility of transportation has a major impact on older residents' social participation and access to health and community services.

Affordable, accessible and safe transportation permits residents of all ages and abilities to take part in community life. Are all areas of the Township served by a public or community transportation system that is accessible for all users? Are transportation pick-up/drop-off points safe and clearly marked? Are transportation services affordable, and are they available at convenient times? The needs assessment considered these factors and many more.



Existing Age-Friendly Assets

- Signage in the Township is generally visible and clear.
- Some lower-cost transportation services are available within the Township, particularly for medical appointments. These include the Community and Primary Health Care (CPHC) Transportation Program, and Wheels of Care.

Opportunities for Improvement

- Improve access to transportation for non-drivers by developing an affordable community transportation system. One suggested option was service from the communities to Gananoque several times per week.
- Promote the provision of accessible parking areas and ensure that their use by permit holders only is enforced.
- Provide more pick-up/drop-off areas at community buildings and businesses, and ensure they are visible and well-marked.

4.3 Housing

The availability of appropriate housing has a major impact on the quality of life of older residents and the opportunity for them to age in place within their communities.

Access to safe, affordable and accessible housing is critical to the well-being of all residents. As residents' housing needs can change over time, it is important that a range



of housing choices and support services be available throughout the Township to allow people to live independently for as long as possible and remain part of their communities as they age. Is enough accessible and supported housing available to meet the needs of older residents? Are housing options in the Township well-located with respect to community services and other destinations? Are home maintenance services available to help people stay in their homes? The needs assessment considered these factors and many more.

Existing Age-Friendly Assets

- Some seniors' housing is available in the Township, including the privately operated Seeley's Bay Retirement Home and Fox Run By The River. Seniors' housing operated by the Social Housing Registry includes the Woodside Apartments in Lansdowne.
- Additional seniors' housing is available in Gananoque, including the privately operated Carveth Care Centre, and the nonprofit Stocking Hill Apartments.
- A variety of service providers offer home support services within the Township for tasks such as meal preparation, personal care, cleaning and yard work. These include the non-profit Community and Primary Health Care (CPHC) and a variety of private service providers based in Gananoque, Brockville and Kingston.



Opportunities for Improvement

- Increase the range of affordable housing options within the Township to meet the needs of residents. More small homes and apartments within walking distance of services are needed in each of the communities, to allow older residents to remain within their communities as their housing needs change.
- Improve the provision of accessible public and private rental housing.
- Encourage the development of more assisted living and long-term care options in the Township, to ensure seniors requiring care can remain close to community or family support.
- Improve the availability and awareness of home retrofit options to allow owners to adapt their homes to their changing needs. Publicize tax rebate and grant programs that help make these retrofits more affordable.
- Improve the availability and affordability of home maintenance and support services, and ensure these services are well publicized.

4.4 Social Participation

Opportunities for social participation and support are crucial for health and well-being at all stages of life.

Social participation includes getting involved in social, recreational, cultural and spiritual pursuits. It benefits both individuals and the community at large, by allowing older people to exercise competence and enjoy respect and supportive relationships.



Are activity venues conveniently located and accessible? Are activities affordable and appealing to a diverse population? Is good information provided on events and activities? Is there outreach to people at risk of social isolation? The needs assessment considered these factors and many more.

Existing Age-Friendly Assets

- Activities that appeal to older adults in the Township are frequently held at convenient times in a variety of accessible locations, and can be attended alone or with a companion. Organizations offering activities include the Township, local community organizations and places of worship.
- Activities for older adults in the Township are generally affordable.

Opportunities for Improvement

- The availability of transportation was identified as a significant barrier to social participation. Opportunities to improve transportation, as discussed in section 4.2, will contribute to improvements under this dimension as well.
- Improve communications regarding the availability, scheduling and accessibility of social and community events in the Township, and ensure this information is available from a variety of electronic and non-electronic sources.
- Increase the number of community events and recreational facilities and programs that are designed to appeal to all ages. In addition to providing



opportunities for multi-generational social participation and interaction, such events can help address transportation issues and promote social inclusion.

4.5 Respect and Social Inclusion

Respect for the roles and community contributions of aging residents can help reduce isolation and improve older adults' well-being.

Fostering awareness of the needs and contributions of older people throughout the community can help them be treated with greater respect and in turn help them participate more fully in community life. Are older people recognized for both their past and present contributions? Are service staff courteous and able to accommodate age-specific needs and preferences? Do schools promote interaction and respect between children and older people? The needs assessment considered these factors and many more.



Existing Age-Friendly Assets

- Survey respondents indicated that seniors are frequently recognized for their past and present contributions.
- Service providers within the Township are generally courteous and helpful.

Opportunities for Improvement

- Improve the provision and promotion of intergenerational activities, including community fairs and events, volunteer opportunities, and school programs designed to foster interaction between students and seniors.
- Improve targeted outreach and support to seniors on low income or at risk of social isolation, particularly in rural areas of the Township.

4.6 Civic Participation and Employment

Older residents offer a variety of skills, experience, and knowledge, and should have the opportunity to use them in paid or voluntary work for as long as they would like to do so.

As individuals and the community can benefit from the continued active participation of older residents, barriers to civic participation and employment should be minimized. Is a range of flexible employment and volunteer options available to older workers? Are the positive qualities of older employees recognized and promoted? Are training and workplace adaptations available for older people? The needs assessment considered these factors and many more.



Existing Age-Friendly Assets

- Seniors are encouraged to volunteer in the Township, and there is a pool of active senior volunteers.
- There is a variety of community events that support small-scale self-employment opportunities that may appeal to older people, including popular farmers' markets and craft shows.

Opportunities for Improvement

- There is a lack of awareness of available volunteering, employment and training opportunities in the Township, as well as any advocacy and promotion activities in this area. This may indicate a need for better communication of information and more extensive or targeted outreach.
- There is a limited range of job opportunities available that are suitable for older residents.

4.7 Communication and Information

Access to clear, relevant information is vital in helping older residents maintain their health, quality of life and community connections.

Through proper communication of programs, services and opportunities, older residents can maintain their independence and participate fully in community life. Is information on public programs easily accessible in a



variety of formats? Is printed information easy to read and telephone information provided slowly and clearly? Is public Internet access and computer support for seniors widely available? The needs assessment considered these factors and many more.

Existing Age-Friendly Assets

- Public access to computers and the Internet is available at no cost at all Leeds and the Thousand Islands Public Library branches.
- The Community Calendar of Events, published in Summer 2016, reaches 1,100 homes and promotes awareness of local events for seniors who may have limited mobility or computer knowledge.
- Web resources such as the Township's website; news outlets including Gananoque Now, the Kingston Whig-Standard and CTV; and social media such as Facebook pages were among the most popular online sources of information.
- Seniors currently access information through a wide range of channels, with the Internet and social media, and flyers or bulletins being the most popular. Newspapers and word of mouth were also popular sources of information.

Opportunities for Improvement

- Residents identified a need for better publicity of Township-specific information of interest to seniors, including more centralized listings and more advance notice of events through a variety of media. Continued publication of the



Community Calendar of Events was identified as an important element of this effort.

- Ensure posters, flyers and other printed information use simple language, clear headings, large typefaces and high-contrast designs and colours.

4.8 Community Support and Health Services

To maintain their health and independence, aging residents need access to a full range of medical and support services in their communities.

Appropriate community services permit residents to remain in their communities longer, benefiting individuals and the Township as a whole. Are services conveniently located and accessible by all means of



transportation? Are appropriate preventive and home care services available? Is health service delivery coordinated and administratively simple? Are economic barriers to health services minimized? The needs assessment considered these factors and many more.

Existing Age-Friendly Assets

- A range of health and community services is provided within the Township, including by medical and dental clinics in Lansdowne, Lyndhurst and Seeley's Bay; nonprofit organizations such as CPHC; and private care providers. Some of these practitioners make house calls.
- Health and community service buildings are generally accessible for clients of all ages and abilities.
- Health service providers and staff are generally respectful and trained to serve seniors appropriately.

Opportunities for Improvement

- Improve the range of health and community services offered within—or accessible from—the Township to meet seniors' needs, and identify which can be provided locally. Access to general practitioners, vision and hearing specialists, psychologists, and x-ray/laboratory facilities were identified as priorities during the community engagement process. It was suggested that these services be provided out of existing clinic/pharmacy locations, on alternating days if required,



or that access to transportation be facilitated for services that cannot be supported within the Township.

- Transportation to health and social service locations from within the Township was also identified as a barrier to access for seniors and residents on low income. Opportunities to improve transportation, as discussed in section 4.2, will contribute to improvements under this community dimension as well.
- Improve coordination between health care and community service providers.



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5.0 Conclusion

The Township of Leeds and the Thousand Islands Inventory of Age-Friendly Community Dimensions aimed to assess how well the Township currently meets the needs of older adults in the eight dimensions identified by the WHO, and to identify opportunities for improvement.

Key Issues

The specific opportunities for improvement identified under each dimension are linked to several overarching issues and themes, which are as follows:

- A lack of reliable and affordable transportation within the Township is linked to concerns under several community dimensions other than Transportation, including Housing, Social Participation, Respect and Social Inclusion, Civic Participation and Employment, and Community Support and Health Services. Seniors without access to transportation have fewer housing choices and more difficulty accessing health services and civic/social participation opportunities. The single most significant initiative that the Township could take to become more age-friendly may be to develop a transportation system that provides reliable and low-cost transportation for all purposes (both essential and

recreational) to seniors who may not be able to drive or rely on family or friends for transportation.

- Partnerships with other levels of government will be essential to addressing issues that lie outside the Township's area of responsibility but which have significant impacts to the quality of life of older adults. In particular, developing strategies to work with the provincial government to make targeted improvements to the provision of housing and health services may have a significant positive impact on age-friendly services in the Township.
- Although many public buildings and facilities within the Township are fully accessible, private businesses generally offer fewer accessibility features. Exploring ways to provide financial and logistical support for businesses to implement features such as push-button entrances, public seating and accessible washrooms will promote a more age-friendly built environment in the communities.
- The initiatives listed above, as well as the wide variety of other age-friendly programs and services already offered within the Township, can be enhanced by using an age-friendly perspective to consider how these programs are promoted and communicated. Businesses and service providers within the Township may benefit from considering more targeted promotion strategies (including mailouts or community newsletters) for information of particular interest to older adults, or from combining information and services with other key needs such as transportation and opportunities for social participation.
- There is an opportunity to improve the outdoor spaces in the Township by improving pedestrian and cycling facilities. Suggested sidewalk or pathway locations include Bay Street between Highway 15 and the waterfront in Seeley's Bay, south of the railway tracks in Lansdowne, between residential areas of Lyndhurst and the post office, and between Lyndhurst and Kendrick's Park. A bench dedication program was suggested along the Thousand Islands Parkway, and an interpretive plaque program was suggested to promote walking within the Township. It was also suggested that the Township consider taking advantage of scheduled roadway construction to add paved shoulders.



Next Steps

The Township of Leeds and the Thousand Islands recognizes that the Age Friendly Community Dimensions are applicable to the broader community, and intends to disseminate the report to all stakeholders. In sharing the report, the findings will be distributed to areas of the municipality that the Township does not have direct jurisdiction over. By doing this, the entire community will be given the opportunity to work towards making the Township accessible for all ages.

The Township will also identify and prioritize actions stemming from the report that can be built into existing municipal activities. During budget deliberations, staff will allocate funding towards age-friendly projects and will take all necessary steps to incorporate the findings into daily municipal operations. The actionable items will be prepared in a plan and implemented at Council's discretion.

The structure and content of this Inventory Report are designed to comprise Phase 1 of the Ontario Seniors Secretariat's Age-Friendly Planning process (described in Section 3.0) and feed seamlessly into the preparation of an Age-Friendly Community Action Plan in accordance with Phase 2.

More broadly, this Inventory Report invites residents to view the Township and its potential through an age-friendly lens. It offers an opportunity for municipal departments, community organizations, businesses and individuals within the Township to assess how their activities might address the areas for improvement that were identified, or to advocate for age-friendly improvements to services and facilities at all levels of government. Every member of the Leeds and the Thousand Islands community can play an active role in making the Township a welcoming and accessible place to live, work and play at every stage of life.



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Appendix A

Visioning Workshop Summary

Visioning Workshop Summary

Visioning Exercise

Workshop participants were asked to respond to the following question:

“In 5 words or 3-word statements how would you describe Leeds and Thousand Islands as being an Age-Friendly Community?”

The most common key words are illustrated in the graphic below:



From the key words/phrases exercise, there was general consensus on these key words, phrases and ideas:

- Township is age-friendly
- Connectivity
- Stages of life
- Respect (each other, all diversity, where we are, going forward)
- Dignity
- Respected
- Open-minded
- Responsive
- Accessible (cost, mobility, technology)

Draft Vision Statements

In small groups, participants developed three preliminary draft vision statements based on the key words and ideas discussed above.

1. The Township of Leeds and the Thousand Islands is an open-minded, age-friendly community that supports an ongoing quality of life, respecting the accessibility needs of all.
2. Our community strives to be welcoming and accessible for all.
3. The Township of Leeds and the Thousand Islands strives to be an age-friendly community in respect to age, ability and stages of life. We strive to empower individuals to attain fulfillment in all aspects of life.

The larger group discussed these drafts together and developed the following draft vision statement for the Township's Age-Friendly Inventory:

“The Township of Leeds and the Thousand Islands strives to support, respect, and empower individuals to attain fulfillment in all aspects of life.”

Guiding Principles and Goals

Together, participants reviewed some examples of guiding principles and age-friendly planning goals used in other communities. They proposed the following draft list of principles to provide a framework for age-friendly initiatives in the Township:



1. Equality of all villages/areas of the Township
2. Accessibility (costs, mobility, technology)
3. Communication
4. Education / Awareness
5. Coordination
6. Cooperation
7. Inclusion
8. Innovation (housing, transportation)
9. Acceptance
10. Remove economic barriers
11. Identify our shortcomings
12. Connectivity of community partners

World Town Café Exercise

Workshop participants were asked to get into small groups, review and discuss the Community Checklist for each of the 8 Dimensions.

(Note: checklist items that were left blank were considered as an “other response”).

Housing

Responses to worksheet statements:

- Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community *(0 yes; 2 no; 1 other response)*
 - Insufficient
 - No

- Sufficient and affordable home maintenance and support services are available *(1 yes; 2 no; 0 other response)*
 - No

- Housing is well-constructed and provides safe and comfortable shelter from the weather *(1 yes; 1 no; 1 other response)*
 - What there is, is fine but not enough

- Interior spaces and level surfaces allow freedom of movement in all rooms and passageways *(0 yes; 0 no; 3 other response)*
 - Some yes, some no
 - Don't know

- Home modification options and supplies are available and affordable, and providers understand the needs of older people. *(0 yes; 2 no; 1 other response)*
 - No, except Woodside Elevator
 - No
 - Don't know they can apply for grants



- Public and commercial rental housing is clean, well-maintained and safe (*1 yes; 1 no; 1 other response*)
 - *No*
 -
- Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally (*0 yes; 1 no; 2 other response*)
 - *No*
 - *Some, not enough*
 - *Not sure – beyond CCAC, Smile, Sail*

Additional comments:

- Elevators in Woodside Apartments Community Housing is non-functional and dangerous if there was a fire.
- Good retirement home in Seeley's Bay.
- Nothing is Lyndhurst for senior citizen housing. Same for Rockport.
- Lansdowne Public Senior Housing – very poor choice in Seeley's Bay and Lyndhurst.
- Seeley's Bay – Senior home, working to upgrade.
- Parkway Fox Run

Social Participation

Responses to worksheet statements:

- Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport (*1 yes; 1 no; 1 other response*)
 - Scratched "easily reached by public transport"
 - No
 - Scratched "easily reached by public transport"; there isn't any public transport

- Events are held at times convenient for older people (*2 yes; 0 no; 1 other response*)
 - Generally yes
 - Only in some instances

- Activities and events can be attended alone or with a companion (*2 yes; 0 no; 1 other response*)
 - Yes

- Activities and attractions are affordable, with no hidden or additional participation costs (*2yes; 0 no; 1 other response*)
 - Yes
 - For the most part

- Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people (*0 yes; 2 no; 1 other response*)
 - Crossed out "transportation options for older people"
 - No
 - We need a survey / safety audit for accessibility for public and private locations with funding sources for both



- A wide variety of activities is offered to appeal to a diverse population of older people (*3 yes; 0 no; 0 other response*)
 - Yes

- Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks (*2 yes; 0 no; 1 other response*)
 - Yes, and churches
 - Yes
 - Good effort, room for improvement

- There is consistent outreach to include people at risk of social isolation (0 yes; 1 no; 2 other response)*
 - Need for improvement
 - No outreach
 - No

Additional comments:

- Info generally accessible by computer only. Many seniors don't use computers.

Respect and Social Inclusion

Responses to worksheet statements:

- Older people are regularly consulted by public, voluntary and commercial services on how to serve them better *(0 yes; 3 no; 0 other response)*
 - No
 - Older [added "and other"] people, rarely if ever

- Services and products to suit varying needs and preferences are provided by public and commercial services *(0 yes; 1 no; 2 other response)*
 - No
 - Yes, if already part of CPHC or if you have a referral
 - Somewhat, we have not asked

- Service staff are courteous and helpful *(3 yes; 0 no; 0 other response)*
 - Yes

- Older people are visible in the media, and are depicted positively and without stereotyping *(2 yes; 0 no; 1 other response)*
 - Yes
 - Not applicable

- Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences *(2 yes; 0 no; 1 other response)*
 - Yes
 - Attract some but many don't know

- Older people are specifically included in community activities for "families" *(2 yes; 0 no; 1 other response)*
 - Yes
 - Not really



- Schools provide opportunities to learn about ageing and older people, and involve older people in school activities *(0 yes; 2 no; 1 other response)*
 - No
 - No idea, yes – seniors volunteer
 - Very limited
- Older people are recognized by the community for their past as well as their present contributions *(1 yes; 0 no; 2 other response)*
 - Sometimes
 - Very limited
- Older people who are less well-off have good access to public, voluntary and private services *(0 yes; 1 no; 2 other response)*
 - No, seniors and food bank
 - Partially, but when it requires money, it's problematic

Additional comments:

- Services – library training

Civic Participation and Employment

Responses to worksheet statements:

- A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs (*0 yes; 0 no; 2 other response*)
 - Sometimes
 - ?

- The qualities of older employees are well promoted (*0 yes; 1 no; 1 other response*)
 - No
 - Not sure

- A range of flexible and appropriately paid opportunities for older people to work is promoted (*0 yes; 2 no; 0 other response*)
 - No

- Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees (*2 yes; 0 no; 0 other response*)
 - Yes

- Workplaces are adapted to meet the needs of disabled people (*2 yes; 0 no; 0 other response*)
 - Yes, in public sector

- Self-employment options for older people are promoted and supported (*0 yes; 0 no; 2 other response*)
 - Not promoted but supported
 - Events where you can sell goods (farmers market, craft shows)

- Training in post-retirement options is provided for older workers. (*0 yes; 0 no; 2 other response*)



- Yes, in public sector, unsure of private
 - A certain amount??
- Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people (*2 yes; 0 no; 0 other response*)
- Yes

Additional comments:

- Volunteer work in the community is primarily older adults

Outdoor Spaces and Buildings

Responses to worksheet statements:

- Public areas are clean and pleasant (*1 yes; 0 no; 2 other response*)
 - Partly
 - Generally

- Green spaces and outdoor seating are sufficient in number, well-maintained and safe (*0 yes; 0 no; 3 other response*)
 - Partly
 - Needs more public green spaces – no benches on main streets
 - Yes, except parkway

- Pavements are well-maintained, free of obstructions and reserved for pedestrians (*0 yes; 2 no; 1 other response*)
 - No
 - Terrible shape, more sidewalks needed
 - No in all villages

- Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level (*0 yes; 2 no; 1 other response*)
 - Partly
 - No in all villages

- Pedestrian crossings are sufficient in number and safe for people with difference levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times (*0 yes; 2 no; 1 other response*)
 - No
 - Aren't really any
 - No in all villages

- Drivers give way to pedestrians (*1 yes; 0 no; 2 other response*)



- Lansdowne - top of hill hazardous
 - Generally
- Services are situated together and are accessible (*0 yes; 1 no; 2 other response*)
- Phrase "are situated together" is crossed out
 - Generally inaccessible except Seeley's Bay
- Special customer service arrangements are provided, such as separate queues or service counters for older people (*0 yes; 0 no; 3 other response*)
- Yes at banks
 - No, except lower counter in Township office
- Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs and non-slip floors (*0 yes; 0 no; 3 other response*)
- ?
- Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible (*0 yes; 0 no; 3 other response*)
- Very few
 - Not in Rockport
 - Insufficient

Additional comments

- Lansdowne area – dog poo in baseball, children's playground, garbage cans.
- Overflow in these areas, particularly in spring and summer (suggest "poo bins")
- Some benches available but not wheelchair accessible.
- Sidewalks good in Seeley's Bay and Lyndhurst but not Lansdowne.
- Get rid of hydro poles on roadway in Lansdowne.
- Shelving heights in public places need to meet access standards.
- Lyndhurst Post Office not accessible to residents.



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- Lack of transportation an issue in all Township.
- Some extra low counters in buildings.
- Township signage generally acceptable.



Transportation

Responses to worksheet statements:

- Public transportation costs are consistent, clearly displayed and affordable (*0 yes; 0 no; 3 other response*)
 - *Yes, good school bus system. Gananoque has taxes - bus to university / college.*
 - *None*

- Public transportation is reliable and frequent, including at night and on weekends and holidays (*0 yes; 0 no; 3 other response*)
 - *N/A*
 - *None*

- All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles (*0 yes; 0 no; 3 other response*)
 - *N/A*
 - *None*

- Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected (*0 yes; 0 no; 3 other response*)
 - *N/A*
 - *None*

- Specialized transportation is available for disabled (*1 yes; 0 no; 2 other response*)
 - *Not sure, specialized school bus*
 - *Limited*
 - *Wheels of Care CPMC (limited)*

- Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off (*0 yes; 0 no; 3 other response*)
 - *N/A*
 - *None*
- Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-manned, with adequate seating and shelter (*0 yes; 0 no; 3 other response*)
 - *N/A*
 - *None*
- Complete and accessible information is provided to users about routes, schedules and special needs facilities (*0 yes; 0 no; 3 other response*)
 - *N/A*
 - *None*
- A voluntary transport service is available where public transportation is too limited (*0 yes; 0 no; 3 other response*)
 - Yes, in Gananoque (SAIL, Smile); in other communities residents rely on friends and family
 - None
 - Public transportation not available

Additional comments:

- No buses, taxi (cab from Gananoque?)
- Not sure if there are specialized transit (eg. Wheels of Care).
- CPHP / Cancer Wheels of Care – core cancer patients, seniors and mentally challenged individuals.
- There is no public transportation in TLTI.
- Wheels of Care use a specific schedule.



- CPHC provides individual transportation to Kingston, Brockville, Ottawa and Toronto for medical, dental and legal needs on a user pay basis.
- CPHC also assist seniors taking driver test.
- Challenges – growing need for individual needs (above in place and other trips shopping, visiting patients, etc).

Community and Health Services

Responses to worksheet statements:

- An adequate range of health and community support services is offered for promoting, maintaining and restoring health (3 yes; 0 no; 0 other response)
 - Yes
- Home care services include health and personal care and housekeeping (2 yes; 0 no; 1 other response)
 - Yes
 - Yes, but complicated – problem is linking
- Health and social services are conveniently located and accessible by all means of transport (0 yes; 1 no; 2 other response)
 - Not for social services – limited physician options
 - No
 - Accessible by all means of transport vehicle. They come out to our community
- Residential care facilities and designated older people's housing are located close to services and the rest of the community. (0 yes; 1 no; 2 other response)
 - No
 - Somewhat
 - It varies – good in Seeley's Bay

- Health and community service facilities are safely constructed and fully accessible *(1 yes; 0 no; 2 other response)*
 - Generally (transportation to the facility is the concern)

- Clear and accessible information is provided about health and social services for older people. *(0 yes; 1 no; 2 other response)*
 - Provided but not communicated / distributed
 - Yes, generally
 - No

- Delivery of services is coordinated and administratively simple *(0 yes; 2 no; 1 other response)*
 - No
 - Unsure
 - No

- All staff are respectful, helpful and trained to serve older people *(1 yes; 0 no; 2 other response)*
 - Needs improvement
 - Yes
 - Yes, it's getting them in the door

- Economic barriers impeding access to health and community support services are minimized *(0 yes; 3 no; 0 other response)*
 - No – transportation
 - Not at all

- Voluntary services by people of all ages are encouraged and supported *(3 yes; 0 no; 0 other response)*
 - Yes

- There are sufficient and accessible burial sites *(3 yes; 0 no; 0 other response)*



- Yes

- Community emergency planning takes into account the vulnerabilities and capacities of older people (*2 yes; 0 no; 1 other response*)
 - Yes, generally
 - Partially

Additional comments:

- None

Communication and Information

Responses to worksheet statements:

- A basic, effective communication system reaches community residents of all ages. *(0 yes; 1 no; 1 other response)*
 - Local papers, word of mouth
 - No – no newspapers or radio station

- Regular and widespread distribution of information is assured and a coordinated, centralized access is provided. *(0 yes; 0 no; 2 other response)*
 - Local paper only
 - Not in all villages

- Regular information and broadcasts of interest to older people are offered. *(0 yes; 0 no; 2 other response)*
 - Don't know – Gananoque radio station
 - No, except recreation guide

- Oral communication accessible to older people is promoted. *(1 yes; 0 no; 1 other response)*
 - Don't understand
 - Yes

- People at risk of social isolation get one-to-one information from trusted individuals. *(0 yes; 1 no; 1 other response)*
 - Sometimes

- Public and commercial services provide friendly, person-to-person service on request. *(2 yes; 0 no; 0 other response)*
 - Yes



- Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type. *(0 yes; 0 no; 2 other response)*
 - Needs work
 - Generally
- Print and spoken communication uses simple, familiar words in short, straightforward sentences. *(1 yes; 1 no; 0 other response)*
 - Yes
- Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time. *(0 yes; 1 no; 1 other response)*
 - Not always
- Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering. *(0 yes; 1 no; 1 other response)*
 - Generally
- There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries. *(2 yes; 0 no; 0 other response)*
 - Yes

Additional comments:

- No comments

Appendix B

Community Survey and Results



Township of
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Township of Leeds and the Thousand Islands

Age-Friendly Community Dimensions - Community Survey

Section 1 - General Information

This survey is being conducted by the Township of Leeds and the Thousand Islands. The survey is gathering information on how well the Township meets the needs of its residents. Your responses will be used to help develop an Inventory of Age-Friendly Community Dimensions to make the Township a better place to live at every stage of life. This project is funded by the Government of Ontario.

For more information about the survey or the Inventory of Age-Friendly Community Dimensions, please contact Kim Goodman, Recreation Coordinator, Township of Leeds and the Thousand Islands, at 613-659-2415 ext. 207 or recdept@townshipleeds.on.ca.

This is an in-depth survey and will require 20 to 30 minutes to complete. Your participation is appreciated!

Please select an option or provide a response to each question.

1. What is your gender?

- Female
- Male
- Prefer not to answer

2. Which of the following best describes your age group?

- 49 or younger
- 50-59
- 60-69
- 70-79
- 80-89
- 90-99
- 100 or older

3. What community do you live in?

- Ivy Lea
- Lansdowne
- Lyndhurst
- Rockport
- Seeley's Bay
- Other area of the Township
- Outside the Township
- Unsure

4. Please check all that describe your current housing situation:

- I rent my home
- I own my home
- I live in a retirement home
- I share a home with my extended family or my friends
- I have no fixed address
- Other (please specify)

5. What is your current employment status?

- I am employed in a full-time occupation
- I am employed in a part-time occupation
- I am searching for employment
- I am retired
- I am unable to work for medical reasons

6. How often do you generally volunteer?

- Once a week
- Once a month
- Once a year
- I do not volunteer



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Age-Friendly Community Dimensions - Community Survey

Section 2 - Outdoor Spaces and Buildings

Please indicate your opinion on each of the following statements. If a statement does not apply to you, please select "Not applicable".

7. In my opinion...

	Agree	Undecided / Unsure	Disagree	Not applicable
Public areas in the Township are clean and pleasant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe walking in the Township at night.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Green spaces and outdoor seating are sufficient in number, well-maintained and safe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor trails/pathways are accessible and safe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalks are well-maintained, free of obstructions and reserved for pedestrians.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalks have non-slip surfaces.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalks are wide enough for wheelchairs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalks have dropped curbs to road level.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are enough marked pedestrian crossings in the Township.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pedestrian crossings in the Township are safe for people with different levels and types of disability (include nonslip markings, visual and audio cues and adequate crossing times).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drivers give way to pedestrians at intersections and pedestrian crossings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When present, cycle paths are separate from sidewalk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor safety is promoted by police patrols and community education.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special customer service arrangements are provided, such as separate queues or service counters for older people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buildings are well-signed outside and inside, with appropriately-sized letters on the signs and numbers on the addresses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buildings have automatic doors for easy opening.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buildings have sufficient seating, accessible elevators, ramps, railings and stairs, and non-slip floors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public washrooms outdoors and indoors are sufficient in number, clean, well-maintained and accessible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Do you have any suggestions for improvement regarding outdoor spaces and buildings, either in general or in specific locations?



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Section 3 - Transportation

Please indicate your opinion on each of the following statements. If a statement does not apply to you, please select "Not applicable".

9. In my opinion...

	Agree	Undecided / Unsure	Disagree	Not applicable
Transportation costs are affordable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All areas of the Township and its services are accessible by public transport.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialized transportation is available for disabled people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complete and accessible information is provided to users about routes, schedules and special needs facilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxis are accessible and affordable, and drivers are courteous and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roads in the Township are well-maintained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roadways are free of obstructions that block drivers' vision.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic signs and intersections in my neighbourhood are visible and well-placed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking and drop-off areas are safe, sufficient in number and conveniently located.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Priority parking and drop-off spots for people with special needs are available and respected in the Township.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are a sufficient number of benches on Township streets to sit on and take a break.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Do you have any suggestions for improvement regarding transportation, either in general or in specific locations?



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Section 4 - Housing

Please indicate your opinion on each of the following statements. If a statement does not apply to you, please select "Not applicable".

11. In my opinion...

	Agree	Undecided / Unsure	Disagree	Not applicable
A range of appropriate and affordable housing options (for sale and for rent) is available and includes apartments, independent living, smaller condominiums and family homes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sufficient and affordable home maintenance and support services are available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home modification options and supplies are available and affordable, and providers understand the needs of seniors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable support is available to enable seniors to remain at home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable long-term care, retirement home and assisted living options are available that prevent the separation of families and the need to move out of the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public and commercial rental housing is clean, well-maintained and safe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Do you have any suggestions for improvement regarding housing, either in general or in specific locations?



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Section 5 - Social Participation

Please indicate your opinion on each of the following statements. If a statement does not apply to you, please select "Not applicable".

13. In my opinion...

	Agree	Undecided / Unsure	Disagree	Not applicable
Venues for events and activities are conveniently located, accessible, and well-lit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Events in the Township are held at times convenient for seniors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Activities and events that are offered in the Township can be attended alone or with a companion.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Activities and attractions that are offered in the Township are affordable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good information about activities and events is provided, including details about accessibility of facilities and transportation options for seniors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A wide variety of activities are offered in the Township to appeal to a diverse population of seniors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gatherings including seniors are held in various spots within the Township, such as recreation centres, schools, libraries, community centres and parks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Do you have any suggestions for improvement regarding social participation, either in general or in specific locations?



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Section 6 - Respect and Social Inclusion

Please indicate your opinion on each of the following statements. If a statement does not apply to you, please select "Not applicable".

15. In my opinion...

	Agree	Undecided / Unsure	Disagree	Not applicable
Seniors in the Township are regularly consulted by public, voluntary and commercial services on how to serve them better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seniors are specifically included in community activities for "families".	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Schools provide opportunities to learn about ageing and older people, and involve seniors in school activities (for example: school reading programs, children spending time with seniors).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seniors are recognized by the community for their past as well as their present contributions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Isolated seniors are contacted, visited or taken to activities in the Township.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seniors who are less well-off have good access to public, voluntary and private services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is consistent outreach to include people at risk of social isolation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Do you feel that the community in the Township of Leeds and the Thousand Islands shows adequate respect for aging citizens?

Yes

No

17. Do you have any suggestions for improvement regarding respect and social inclusion, either general or specific?



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Section 7 - Civic Participation and Employment

Please indicate your opinion on each of the following statements. If a statement does not apply to you, please select "Not applicable".

18. In my opinion...

	Agree	Undecided / Unsure	Disagree	Not applicable
A range of flexible options for older volunteers are available in the Township, with training, recognition, guidance and compensation for personal costs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The qualities of older employees are well-promoted in the Township.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are a range of paid job opportunities for older citizens in the Township.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workplaces in the Township are adapted to meet the needs of disabled people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self-employment options for seniors are promoted and supported.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training in post-retirement options is provided for older workers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decision-making bodies in public, private and voluntary sectors encourage and facilitate the membership of seniors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Do you have any suggestions for improvement regarding civic participation and employment, either general or specific?



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Section 8 - Communication and Information

Please indicate your opinion on each of the following statements. If a statement does not apply to you, please select "Not applicable".

20. In my opinion...

	Agree	Undecided / Unsure	Disagree	Not applicable
The Township offers a basic, effective communication system that reaches community residents of all ages.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printed information in the Township – including official forms and text on visual displays – is easy to read and understand (e.g. large print, clear language).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public telephone answering services in the Township give instructions slowly and clearly and tell callers how to repeat the message at any time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is wide public access to computers and the Internet, at no or minimal charge, in the Township's public places (for example: government offices, community centres and libraries).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Do you have any suggestions for improvement regarding communication and information, either general or specific?

22. How do you prefer to obtain information? Check all that apply.

- In person
- Telephone
- Newspaper
- Printed material (e.g., bulletins, flyers)
- Television
- Radio
- Internet
- Other (please specify)

23. If you use the Internet, what Internet sites do you frequently visit to obtain information about local news, events, medical and other services?



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Section 9 - Community and Health Services

Please indicate your opinion on each of the following statements. If a statement does not apply to you, please select "Not applicable".

24. In my opinion...

	Agree	Undecided / Unsure	Disagree	Not applicable
An adequate range of health and community support services is offered in the Township.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services in the Township are situated together and are accessible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The health care services that are provided in the Township meet the needs of seniors (e.g. hospital, physicians, eye care).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community services to ensure adequate food and promote food security for all residents are available and accessible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health and social services in the Township are conveniently located and accessible by all means of transport.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential care facilities and designated seniors' housing are located close to services in the Township and the rest of the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health and community service facilities are safely constructed and fully accessible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear and accessible information is provided about health and social services for seniors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All staff are respectful, helpful and trained to serve seniors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic barriers impeding access to health and community support services are minimized.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voluntary services by people of all ages are encouraged and supported.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support is available to assist with travelling out of town for medical services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency planning in the Township takes into account the vulnerabilities and capacities of seniors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Do you have any suggestions for improvement regarding community and health services, either general or specific?



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Age-Friendly Community Dimensions - Community Survey

Section 10 - Other Comments

26. Do you have any other comments or suggestions about the Township becoming a more age-friendly community?

Privacy Notice: Under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), personal information included in a submission to the Township of Leeds and the Thousand Islands will not be disclosed to any third parties without having obtained the prior consent of the person to whom the information pertains, except when MFIPPA permits disclosure or other applicable law requires that the Township disclose the personal information.

Thank you for helping us make the Township of Leeds and the Thousand Islands a more age-friendly community!



Community Survey Results

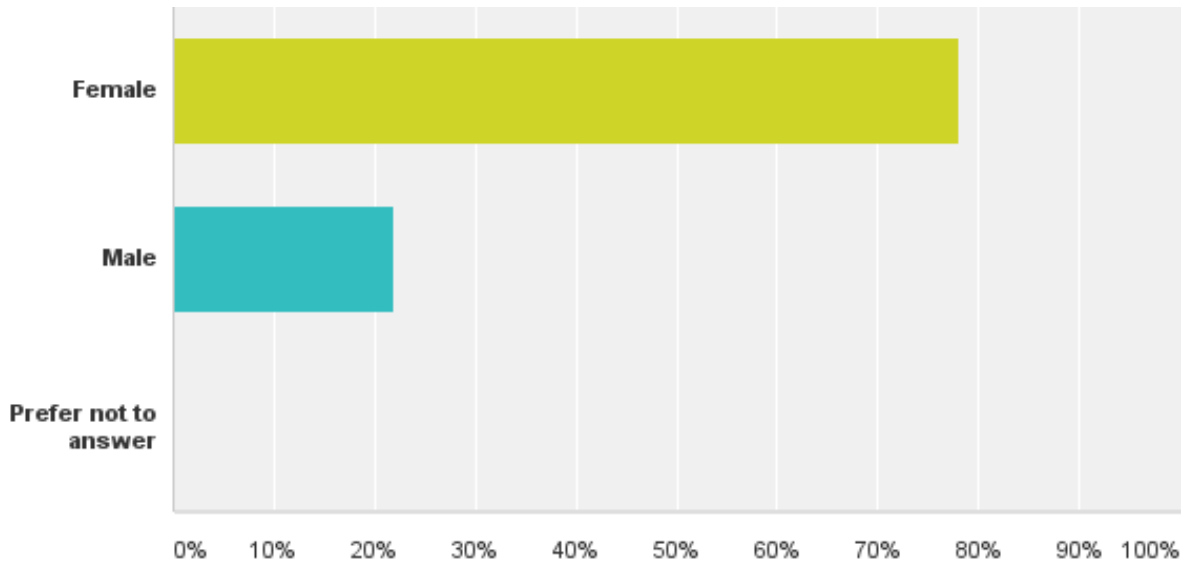
In total, 55 people responded to the Community Survey. The results for each question are summarized below.

General Information

What is your gender?

(55 respondents answered this question, 0 skipped this question)

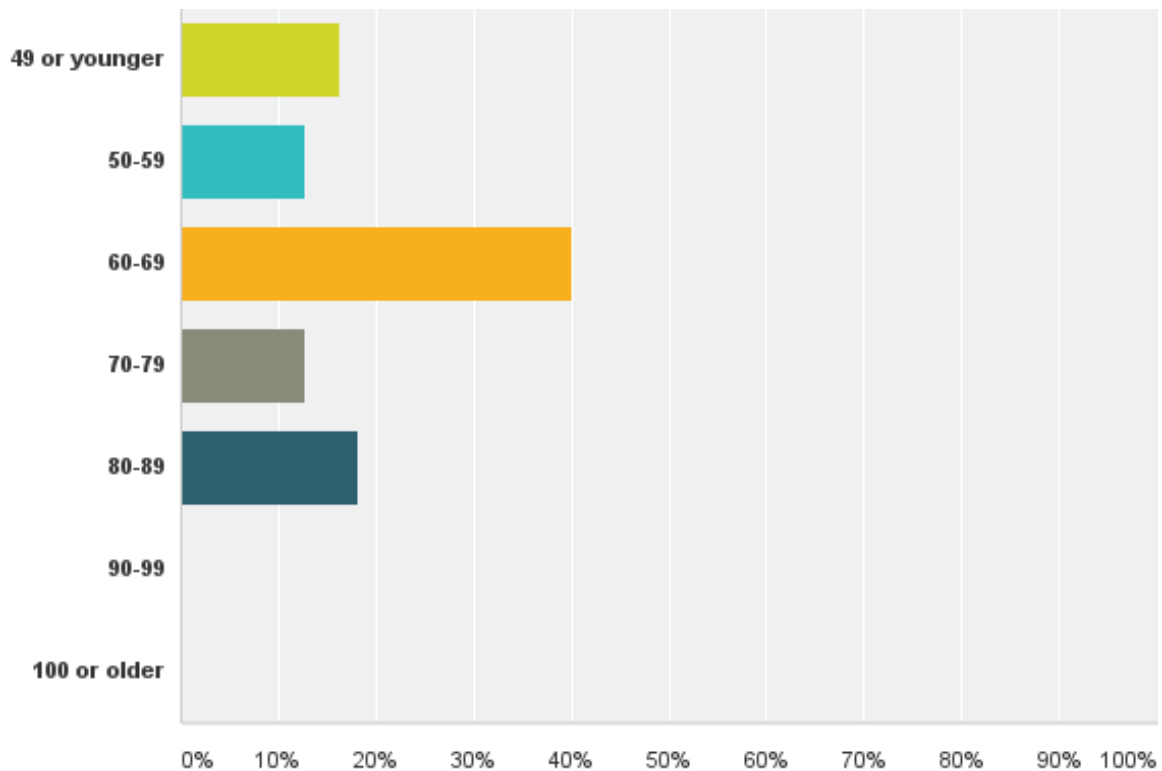
Answer Choices	Responses
Female	78.18% 43
Male	21.82% 12
Prefer not to answer	0.00% 0
Total	55



Which of the following best describes your age group?

(55 answered, 0 skipped)

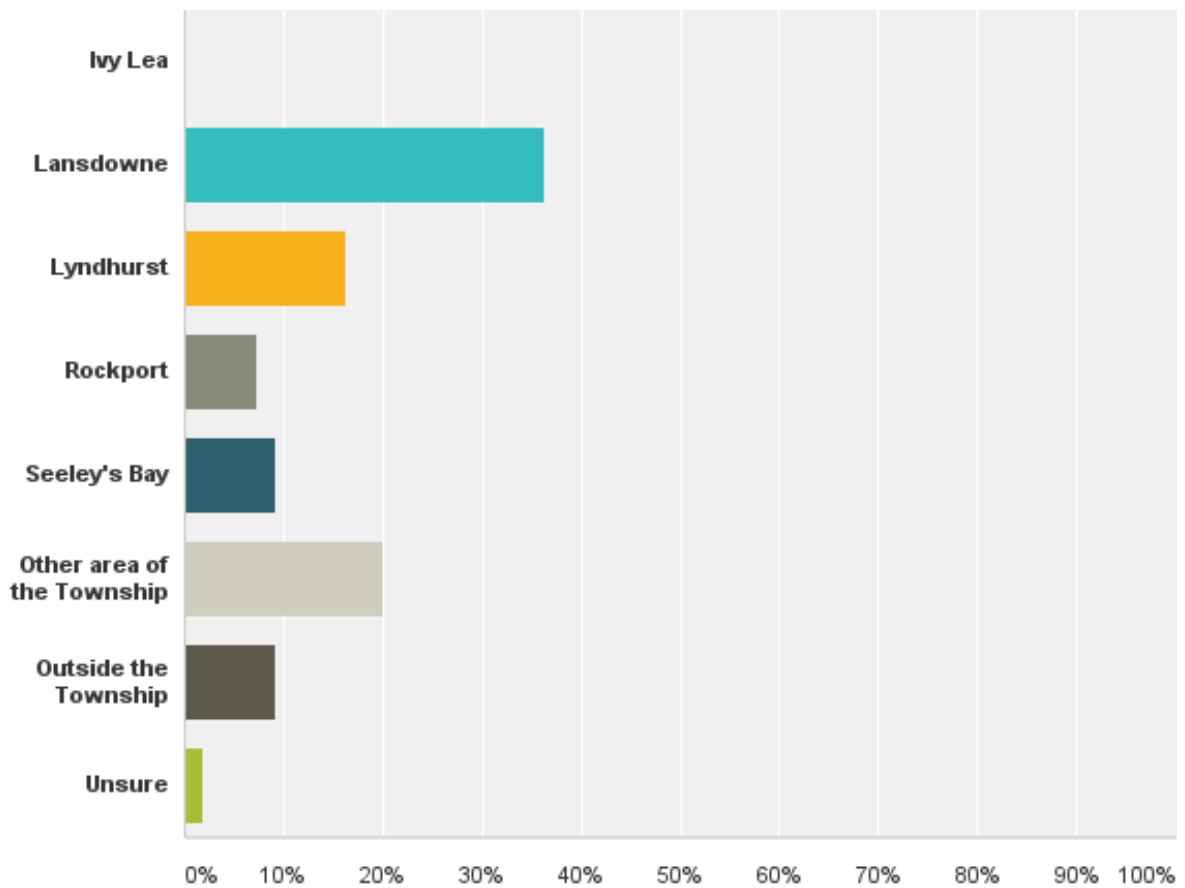
Answer Choices	Responses	
49 or younger	16.36%	9
50-59	12.73%	7
60-69	40.00%	22
70-79	12.73%	7
80-89	18.18%	10
90-99	0.00%	0
100 or older	0.00%	0
Total		55





What community do you live in? (55 answered, 0 skipped)

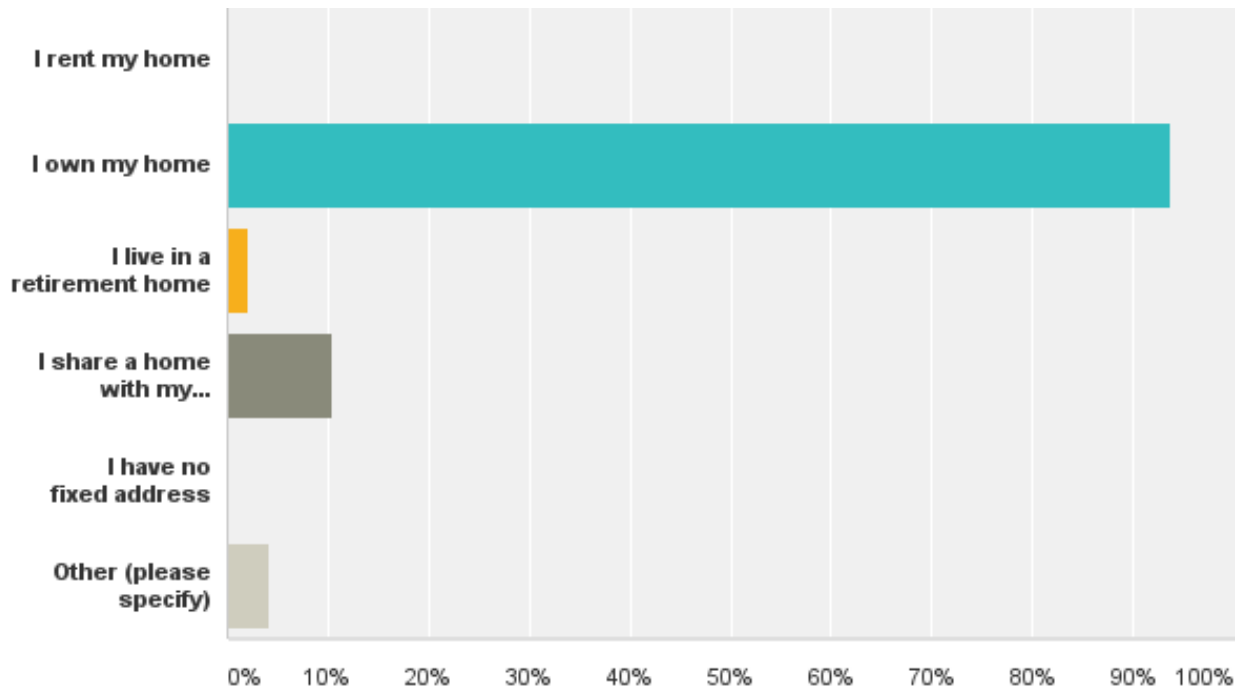
Answer Choices	Responses
Ivy Lea	0.00% 0
Lansdowne	36.36% 20
Lyndhurst	16.36% 9
Rockport	7.27% 4
Seeley's Bay	9.09% 5
Other area of the Township	20.00% 11
Outside the Township	9.09% 5
Unsure	1.82% 1
Total	55



Please check all that describe your current housing situation:

(48 answered, 7 skipped)

Answer Choices	Responses
I rent my home	0.00% 0
I own my home	93.75% 45
I live in a retirement home	2.08% 1
I share a home with my extended family or my friends	10.42% 5
I have no fixed address	0.00% 0
Other (please specify)	4.17% 2
Total Respondents: 48	

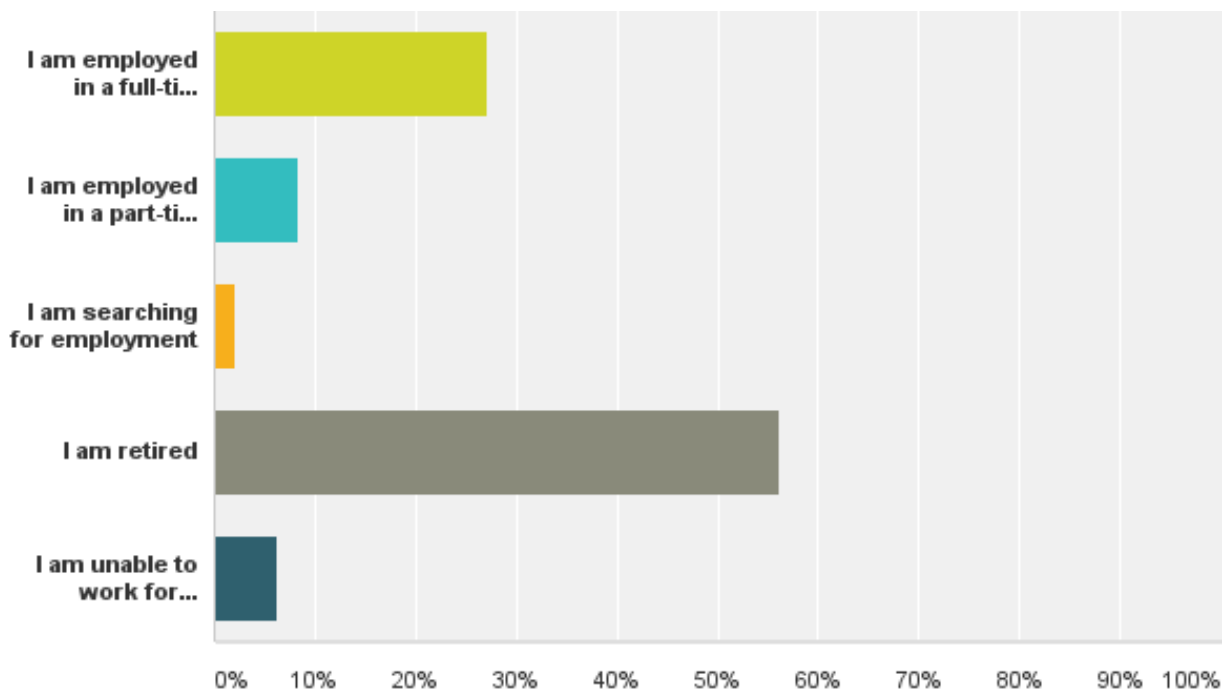




What is your current employment status?

(48 answered, 7 skipped)

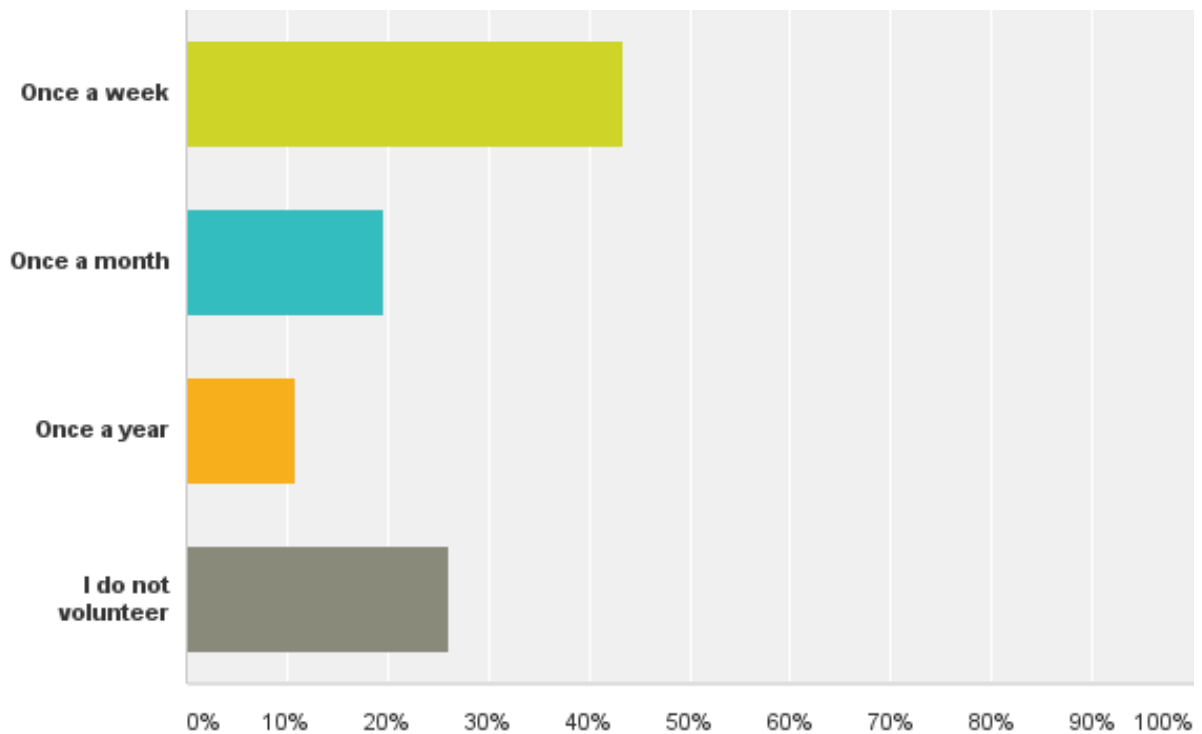
Answer Choices	Responses
I am employed in a full-time occupation	27.08% 13
I am employed in a part-time occupation	8.33% 4
I am searching for employment	2.08% 1
I am retired	56.25% 27
I am unable to work for medical reasons	6.25% 3
Total	48



How often do you generally volunteer?

(46 answered, 9 skipped)

Answer Choices	Responses	
Once a week	43.48%	20
Once a month	19.57%	9
Once a year	10.87%	5
I do not volunteer	26.09%	12
Total		46





Outdoor Spaces and Buildings

In my opinion...

(50 answered, 5 skipped)

	Agree	Undecided / Unsure	Disagree	Not applicable	Total	Weighted Average
Public areas in the Township are clean and pleasant.	76.00% 38	14.00% 7	6.00% 3	4.00% 2	50	1.27
I feel safe walking in the Township at night.	76.00% 38	10.00% 5	2.00% 1	12.00% 6	50	1.16
Green spaces and outdoor seating are sufficient in number, well-maintained and safe.	44.00% 22	34.00% 17	16.00% 8	6.00% 3	50	1.70
Outdoor trails/pathways are accessible and safe.	29.17% 14	39.58% 19	16.67% 8	14.58% 7	48	1.85
Sidewalks are well-maintained, free of obstructions and reserved for pedestrians.	36.00% 18	28.00% 14	26.00% 13	10.00% 5	50	1.89
Sidewalks have non-slip surfaces.	18.37% 9	34.69% 17	34.69% 17	12.24% 6	49	2.19
Sidewalks are wide enough for wheelchairs.	30.00% 15	26.00% 13	22.00% 11	22.00% 11	50	1.90
Sidewalks have dropped curbs to road level.	37.50% 18	29.17% 14	20.83% 10	12.50% 6	48	1.81
There are enough marked pedestrian crossings in the Township.	8.00% 4	28.00% 14	42.00% 21	22.00% 11	50	2.44
Pedestrian crossings in the Township are safe for people with different levels and types of disability (include nonslip markings, visual and audio cues and adequate crossing times).	4.17% 2	33.33% 16	43.75% 21	18.75% 9	48	2.49



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Drivers give way to pedestrians at intersections and pedestrian crossings.	40.82% 20	20.41% 10	32.65% 16	6.12% 3	49	1.91
When present, cycle paths are separate from sidewalk.	23.40% 11	29.79% 14	19.15% 9	27.66% 13	47	1.94
Outdoor safety is promoted by police patrols and community education.	14.58% 7	45.83% 22	27.08% 13	12.50% 6	48	2.14
Special customer service arrangements are provided, such as separate queues or service counters for older people.	10.42% 5	41.67% 20	35.42% 17	12.50% 6	48	2.29
Buildings are well-signed outside and inside, with appropriately-sized letters on the signs and numbers on the addresses.	44.44% 20	28.89% 13	22.22% 10	4.44% 2	45	1.77
Buildings have automatic doors for easy opening.	25.53% 12	31.91% 15	40.43% 19	2.13% 1	47	2.15
Buildings have sufficient seating, accessible elevators, ramps, railings and stairs, and non-slip floors.	18.75% 9	37.50% 18	37.50% 18	6.25% 3	48	2.20
Public washrooms outdoors and indoors are sufficient in number, clean, well-maintained and accessible.	27.08% 13	31.25% 15	35.42% 17	6.25% 3	48	2.09

Transportation

In my opinion...

(46 answered, 9 skipped)

	Agree	Undecided / Unsure	Disagree	Not applicable	Total	Weighted Average
Transportation costs are affordable.	6.98% 3	27.91% 12	23.26% 10	41.86% 18	43	2.28
All areas of the Township and its services are accessible by public transport.	9.30% 4	13.95% 6	55.81% 24	20.93% 9	43	2.59
Specialized transportation is available for disabled people.	11.11% 5	40.00% 18	22.22% 10	26.67% 12	45	2.15
Complete and accessible information is provided to users about routes, schedules and special needs facilities.	4.76% 2	33.33% 14	33.33% 14	28.57% 12	42	2.40
Taxis are accessible and affordable, and drivers are courteous and helpful.	6.98% 3	27.91% 12	32.56% 14	32.56% 14	43	2.38
Roads in the Township are well-maintained.	40.00% 18	28.89% 13	31.11% 14	0.00% 0	45	1.91
Roadways are free of obstructions that block drivers' vision.	39.53% 17	30.23% 13	27.91% 12	2.33% 1	43	1.88
Traffic signs and intersections in my neighbourhood are visible and well-placed.	71.43% 30	7.14% 3	14.29% 6	7.14% 3	42	1.38
Parking and drop-off areas are safe, sufficient in number and conveniently located.	34.15% 14	26.83% 11	19.51% 8	19.51% 8	41	1.82
Priority parking and drop-off spots for people with special needs are available and respected in the Township.	26.83% 11	36.59% 15	19.51% 8	17.07% 7	41	1.91
There are a sufficient number of benches on Township streets to sit on and take a break.	23.81% 10	28.57% 12	35.71% 15	11.90% 5	42	2.14

Housing

In my opinion...

(46 answered, 9 skipped)

	Agree	Undecided / Unsure	Disagree	Not applicable	Total	Weighted Average
A range of appropriate and affordable housing options (for sale and for rent) is available and includes apartments, independent living, smaller condominiums and family homes.	15.22% 7	19.57% 9	50.00% 23	15.22% 7	46	2.41
Sufficient and affordable home maintenance and support services are available.	22.22% 10	33.33% 15	33.33% 15	11.11% 5	45	2.13
Home modification options and supplies are available and affordable, and providers understand the needs of seniors.	18.60% 8	32.56% 14	39.53% 17	9.30% 4	43	2.23
Affordable support is available to enable seniors to remain at home.	28.26% 13	30.43% 14	34.78% 16	6.52% 3	46	2.07
Affordable long-term care, retirement home and assisted living options are available that prevent the separation of families and the need to move out of the community.	18.18% 8	29.55% 13	45.45% 20	6.82% 3	44	2.29
Public and commercial rental housing is clean, well-maintained and safe.	11.11% 5	44.44% 20	26.67% 12	17.78% 8	45	2.19
Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.	6.67% 3	28.89% 13	51.11% 23	13.33% 6	45	2.51



Social Participation

In my opinion...

(44 answered, 11 skipped)

	Agree	Undecided / Unsure	Disagree	Not applicable	Total	Weighted Average
Venues for events and activities are conveniently located, accessible, and well-lit.	66.67% 28	9.52% 4	21.43% 9	2.38% 1	42	1.54
Events in the Township are held at times convenient for seniors.	71.43% 30	19.05% 8	9.52% 4	0.00% 0	42	1.38
Activities and events that are offered in the Township can be attended alone or with a companion.	73.81% 31	23.81% 10	2.38% 1	0.00% 0	42	1.29
Activities and attractions that are offered in the Township are affordable.	69.05% 29	23.81% 10	7.14% 3	0.00% 0	42	1.38
Good information about activities and events is provided, including details about accessibility of facilities and transportation options for seniors.	42.86% 18	26.19% 11	28.57% 12	2.38% 1	42	1.85
A wide variety of activities are offered in the Township to appeal to a diverse population of seniors.	39.02% 16	41.46% 17	17.07% 7	2.44% 1	41	1.77
Gatherings including seniors are held in various spots within the Township, such as recreation centres, schools, libraries, community centres and parks.	69.77% 30	23.26% 10	4.65% 2	2.33% 1	43	1.33

Respect and Social Inclusion

In my opinion...

(44 answered, 11 skipped)

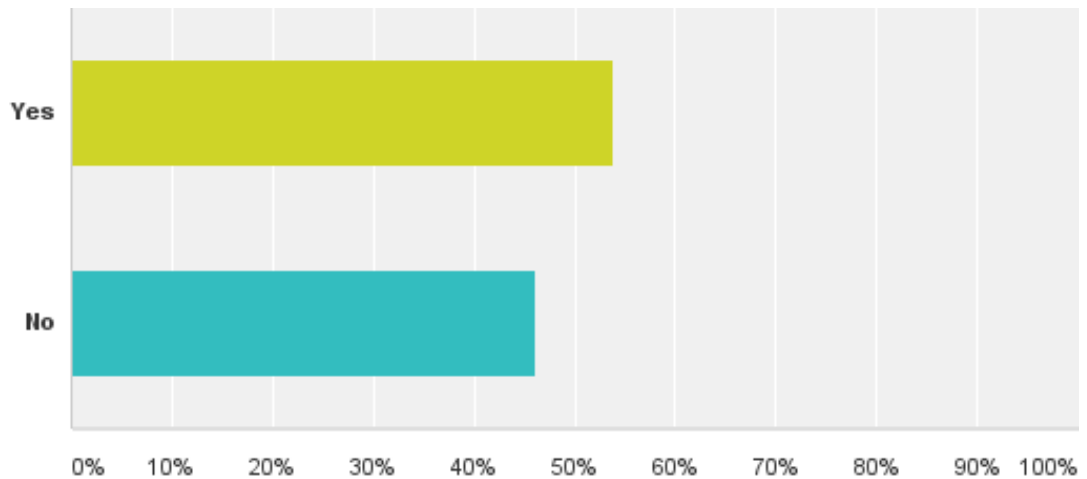
	Agree	Undecided / Unsure	Disagree	Not applicable	Total	Weighted Average
Seniors in the Township are regularly consulted by public, voluntary and commercial services on how to serve them better.	9.30% 4	44.19% 19	39.53% 17	6.98% 3	43	2.33
Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.	36.59% 15	39.02% 16	19.51% 8	4.88% 2	41	1.82
Seniors are specifically included in community activities for "families".	35.71% 15	45.24% 19	11.90% 5	7.14% 3	42	1.74
Schools provide opportunities to learn about ageing and older people, and involve seniors in school activities (for example: school reading programs, children spending time with seniors).	19.51% 8	56.10% 23	17.07% 7	7.32% 3	41	1.97
Seniors are recognized by the community for their past as well as their present contributions.	52.38% 22	28.57% 12	11.90% 5	7.14% 3	42	1.56
Isolated seniors are contacted, visited or taken to activities in the Township.	9.30% 4	51.16% 22	30.23% 13	9.30% 4	43	2.23
Seniors who are less well-off have good access to public, voluntary and private services.	11.90% 5	54.76% 23	26.19% 11	7.14% 3	42	2.15
There is consistent outreach to include people at risk of social isolation.	7.69% 3	51.28% 20	30.77% 12	10.26% 4	39	2.26



Do you feel that the community in the Township of Leeds and the Thousand Islands shows adequate respect for aging citizens?

(26 answered, 29 skipped)

Answer Choices	Responses	
Yes	53.85%	14
No	46.15%	12
Total		26



Civic Participation and Employment

In my opinion...

(39 answered, 16 skipped)

	Agree	Undecided / Unsure	Disagree	Not applicable	Total	Weighted Average
A range of flexible options for older volunteers are available in the Township, with training, recognition, guidance and compensation for personal costs.	7.89% 3	57.89% 22	26.32% 10	7.89% 3	38	2.20
The qualities of older employees are well-promoted in the Township.	10.53% 4	55.26% 21	26.32% 10	7.89% 3	38	2.17
There are a range of paid job opportunities for older citizens in the Township.	2.56% 1	51.28% 20	41.03% 16	5.13% 2	39	2.41
Workplaces in the Township are adapted to meet the needs of disabled people.	21.05% 8	47.37% 18	21.05% 8	10.53% 4	38	2.00
Self-employment options for seniors are promoted and supported.	7.69% 3	53.85% 21	28.21% 11	10.26% 4	39	2.23
Training in post-retirement options is provided for older workers.	5.26% 2	55.26% 21	26.32% 10	13.16% 5	38	2.24
Decision-making bodies in public, private and voluntary sectors encourage and facilitate the membership of seniors.	12.82% 5	61.54% 24	17.95% 7	7.69% 3	39	2.06



Communication and Information

In my opinion...

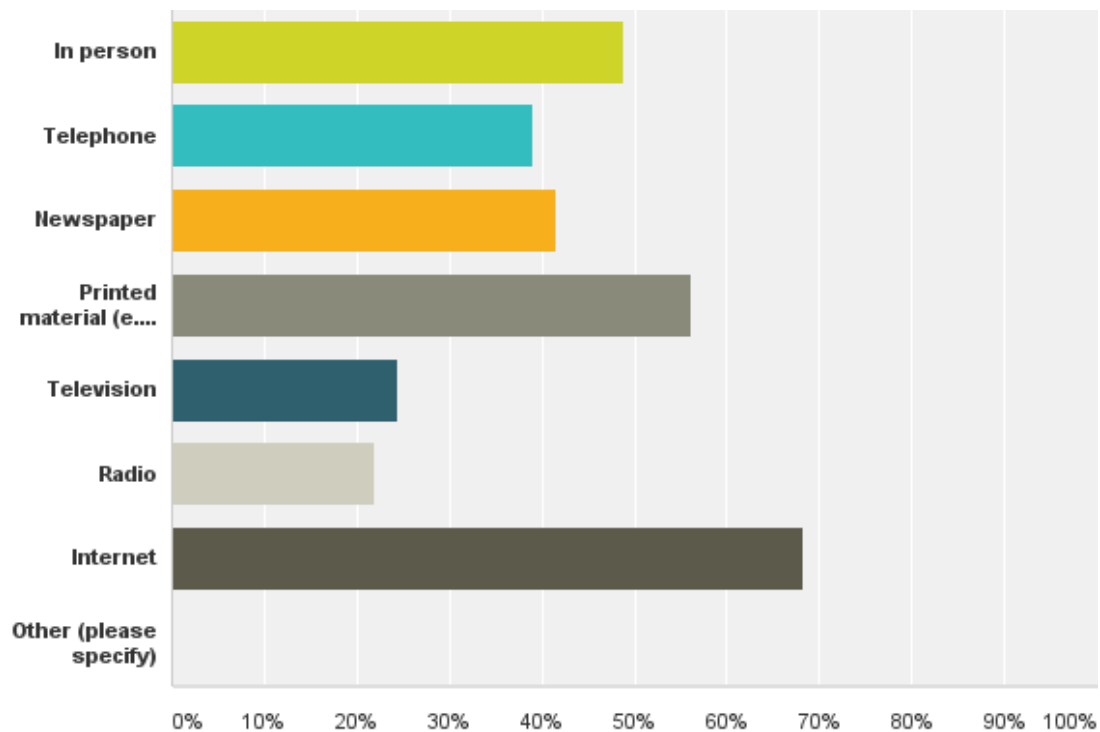
(44 answered, 11 skipped)

	Agree	Undecided / Unsure	Disagree	Not applicable	Total	Weighted Average
The Township offers a basic, effective communication system that reaches community residents of all ages.	45.45% 20	22.73% 10	27.27% 12	4.55% 2	44	1.81
Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.	44.19% 19	27.91% 12	23.26% 10	4.65% 2	43	1.78
Printed information in the Township – including official forms and text on visual displays – is easy to read and understand (e.g. large print, clear language).	38.10% 16	38.10% 16	11.90% 5	11.90% 5	42	1.70
Public telephone answering services in the Township give instructions slowly and clearly and tell callers how to repeat the message at any time.	30.95% 13	40.48% 17	23.81% 10	4.76% 2	42	1.93
There is wide public access to computers and the Internet, at no or minimal charge, in the Township's public places (for example: government offices, community centres and libraries).	71.43% 30	14.29% 6	7.14% 3	7.14% 3	42	1.31

How do you prefer to obtain information? Check all that apply.

(41 answered, 14 skipped)

Answer Choices	Responses	
In person	48.78%	20
Telephone	39.02%	16
Newspaper	41.46%	17
Printed material (e.g., bulletins, flyers)	56.10%	23
Television	24.39%	10
Radio	21.95%	9
Internet	68.29%	28
Other (please specify)	0.00%	0
Total Respondents: 41		





Community Support and Health Services

In my opinion...

(41 answered, 14 skipped)

	Agree	Undecided / Unsure	Disagree	Not applicable	Total	Weighted Average
An adequate range of health and community support services is offered in the Township.	39.02% 16	21.95% 9	36.59% 15	2.44% 1	41	1.98
Services in the Township are situated together and are accessible.	31.58% 12	31.58% 12	28.95% 11	7.89% 3	38	1.97
The health care services that are provided in the Township meet the needs of seniors (e.g. hospital, physicians, eye care).	29.27% 12	26.83% 11	41.46% 17	2.44% 1	41	2.13
Community services to ensure adequate food and promote food security for all residents are available and accessible.	30.00% 12	32.50% 13	30.00% 12	7.50% 3	40	2.00
Health and social services in the Township are conveniently located and accessible by all means of transport.	25.00% 10	32.50% 13	40.00% 16	2.50% 1	40	2.15
Residential care facilities and designated seniors' housing are located close to services in the Township and the rest of the community.	27.50% 11	30.00% 12	37.50% 15	5.00% 2	40	2.11
Health and community service facilities are safely constructed and fully accessible.	53.85% 21	28.21% 11	15.38% 6	2.56% 1	39	1.61



Township of Leeds and the Thousand Islands
Inventory of Age-Friendly Community Dimensions
November 2016

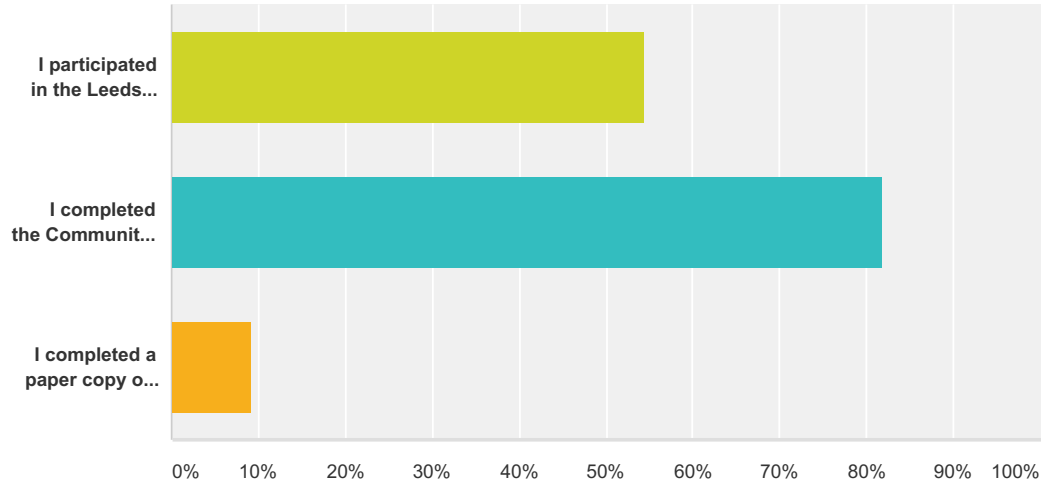
Clear and accessible information is provided about health and social services for seniors.	30.77% 12	33.33% 13	30.77% 12	5.13% 2	39	2.00
All staff are respectful, helpful and trained to serve seniors.	57.89% 22	23.68% 9	13.16% 5	5.26% 2	38	1.53
Economic barriers impeding access to health and community support services are minimized.	23.68% 9	47.37% 18	21.05% 8	7.89% 3	38	1.97
Voluntary services by people of all ages are encouraged and supported.	55.00% 22	30.00% 12	7.50% 3	7.50% 3	40	1.49
Support is available to assist with travelling out of town for medical services.	22.50% 9	50.00% 20	20.00% 8	7.50% 3	40	1.97
Emergency planning in the Township takes into account the vulnerabilities and capacities of seniors.	23.68% 9	50.00% 19	15.79% 6	10.53% 4	38	1.91

Appendix C

Draft Report Review Survey Results

Q1 Did you participate in any of the following community engagement activities during the development of the Inventory Report? Please select all that apply.

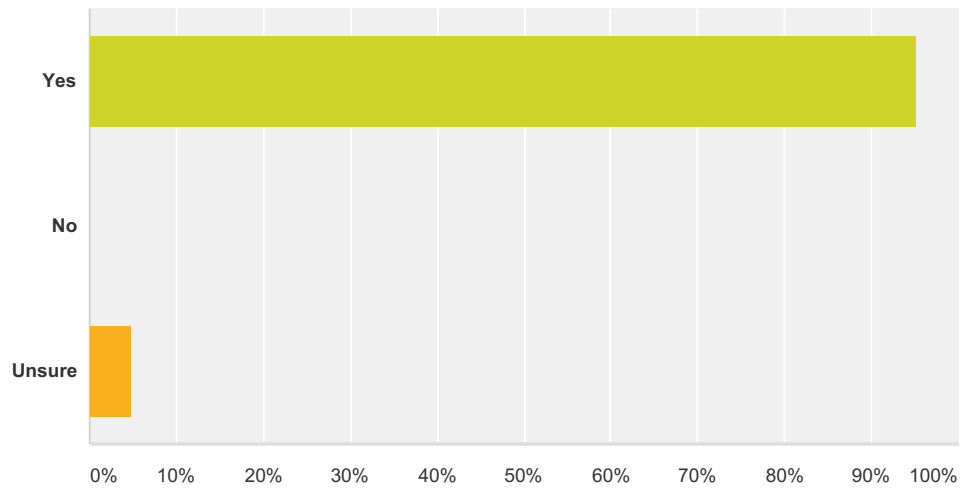
Answered: 11 Skipped: 10



Answer Choices	Responses
I participated in the Leeds and the Thousand Islands Seniors' Expo on June 18, 2016.	54.55% 6
I completed the Community Survey online in June / July 2016.	81.82% 9
I completed a paper copy of the Community Survey in June / July 2016.	9.09% 1
Total Respondents: 11	

Q2 Do you think this vision is a good goal for the Township to pursue?

Answered: 21 Skipped: 0



Answer Choices	Responses	
Yes	95.24%	20
No	0.00%	0
Unsure	4.76%	1
Total		21

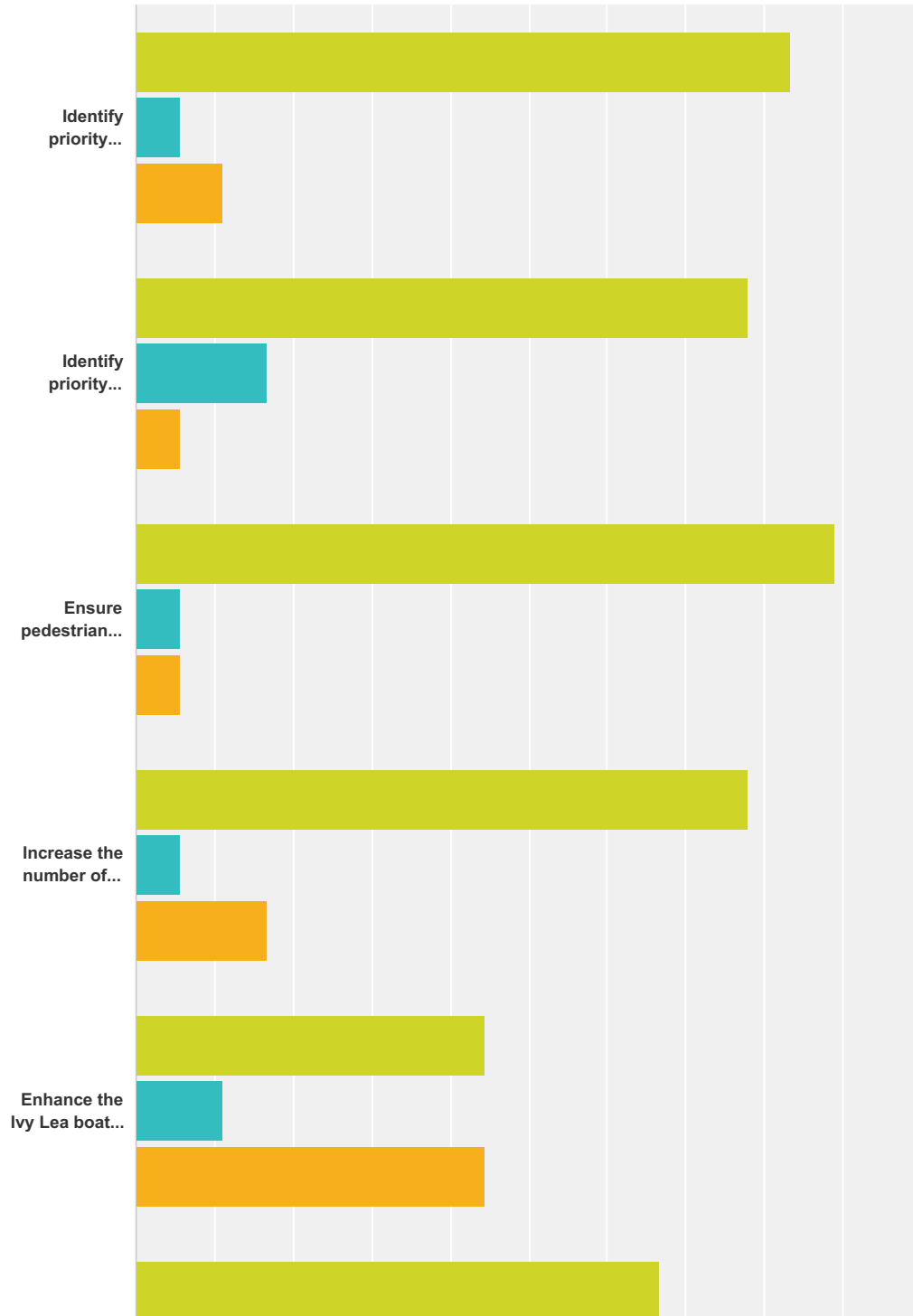
Q3 Do you have any comments on this Vision Statement?

Answered: 2 Skipped: 19

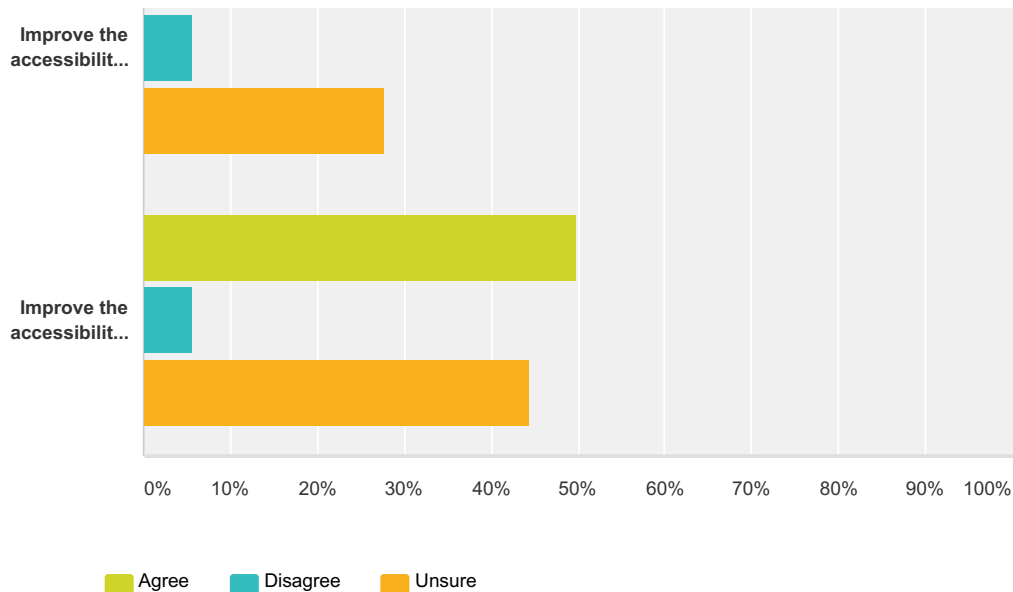
#	Responses	Date
1	spruce up the village and make it better for people who live here it is good	10/31/2016 9:32 AM
2	It's rather idealic it basically says you'd like to create utopia. Wouldn't everybody?	10/27/2016 6:45 PM

Q4 Please indicate your opinion on each of the following Opportunities for Improvement. Do they reflect the needs that you see in your community? If you have comments on any Opportunity for Improvement, please provide them at the end of this section.

Answered: 18 Skipped: 3



Township of Leeds and the Thousand Islands Age-Friendly Community Dimensions - Community Survey (October 2016)



	Agree	Disagree	Unsure	Total
Identify priority locations for new pedestrian infrastructure, such as sidewalks, benches, and marked crosswalks, and develop an implementation schedule.	83.33% 15	5.56% 1	11.11% 2	18
Identify priority locations for improvements to existing pedestrian infrastructure, such as widening sidewalks, adding curb cuts, or improving surfaces, as part of scheduled maintenance work.	77.78% 14	16.67% 3	5.56% 1	18
Ensure pedestrian access is maintained throughout the year through good winter maintenance of sidewalks and business entrances.	88.89% 16	5.56% 1	5.56% 1	18
Increase the number of businesses and public buildings that provide fully accessible entrances, customer service facilities, signage and public washrooms.	77.78% 14	5.56% 1	16.67% 3	18
Enhance the Ivy Lea boat launch by providing age-friendly features such as seating.	44.44% 8	11.11% 2	44.44% 8	18
Improve the accessibility of Kendrick's Park by developing a pedestrian/cycling route connecting it to Lyndhurst.	66.67% 12	5.56% 1	27.78% 5	18
Improve the accessibility of the Bay of St. Lawrence outdoor fitness facilities for users of mobility devices, through the development of a formal pathway.	50.00% 9	5.56% 1	44.44% 8	18

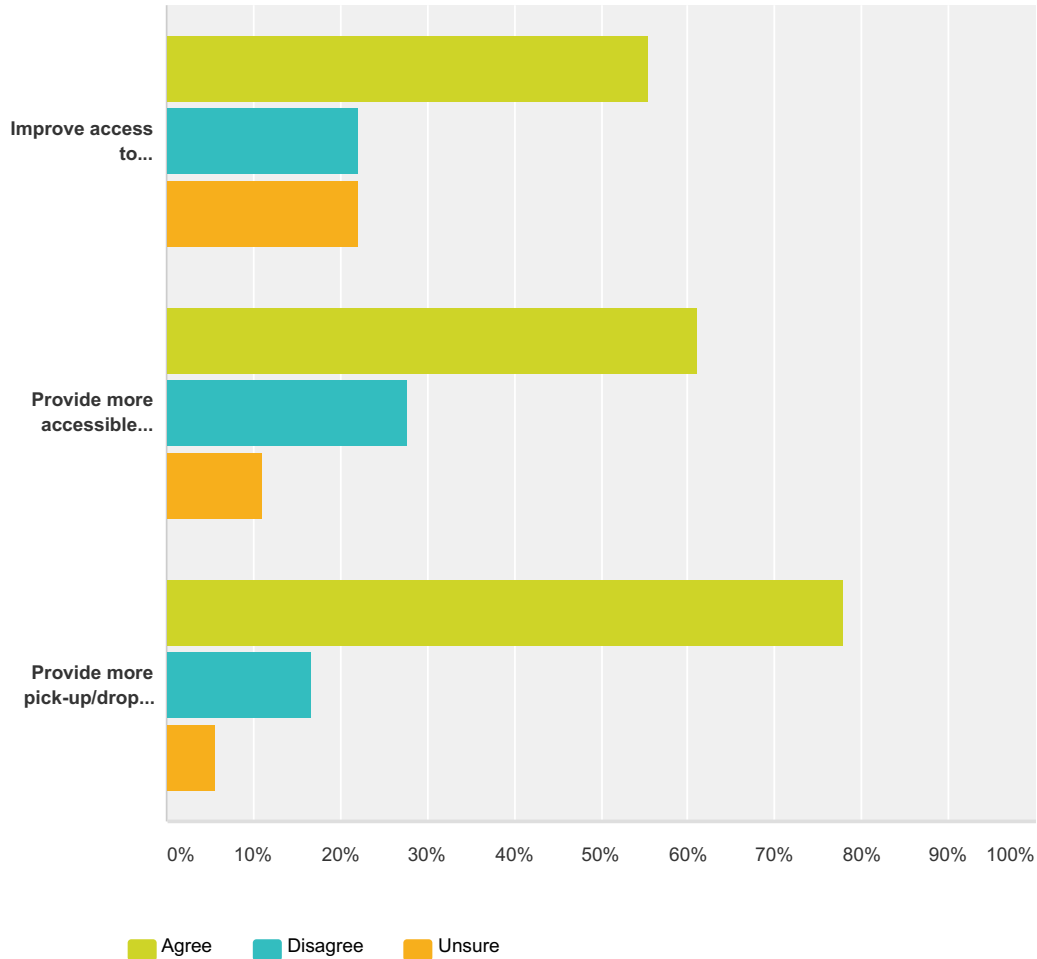
Q5 Please provide any comments you may have on these Opportunities for Improvement.

Answered: 4 Skipped: 17

#	Responses	Date
1	Bicycle path to Lyndhurst/kendricks is important opportunit	10/31/2016 9:35 AM
2	There is a dangerous curb at the east side of Freshmart. There is an unexpected drop in height.	10/29/2016 1:37 PM
3	Appropriate and safe sidewalk should be in place south of the tracks in Lansdowne allowing foot traffic and safe use of mobility aids minimally as far as the Medical Centre and probably as far as the LCBO.	10/28/2016 8:57 PM
4	Gradually with repaving contracts oon Township and COunty Roads, encourage the paving of shoulders to greatly enhance cycling routes and lower maint costs	10/28/2016 7:50 PM

Q6 Please indicate your opinion on each of the following Opportunities for Improvement. Do they reflect the needs that you see in your community? If you have comments on any Opportunity for Improvement, please provide them at the end of this section.

Answered: 18 Skipped: 3



	Agree	Disagree	Unsure	Total
Improve access to transportation for non-drivers by developing an affordable community transportation system. One suggested option was service from the communities to Gananoque several times per week.	55.56% 10	22.22% 4	22.22% 4	18
Provide more accessible parking areas and ensure that their use by permit holders only is enforced.	61.11% 11	27.78% 5	11.11% 2	18
Provide more pick-up/drop-off areas at community buildings and businesses, and ensure they are visible and well-marked.	77.78% 14	16.67% 3	5.56% 1	18

Q7 Please provide any comments you may have on these Opportunities for Improvement.

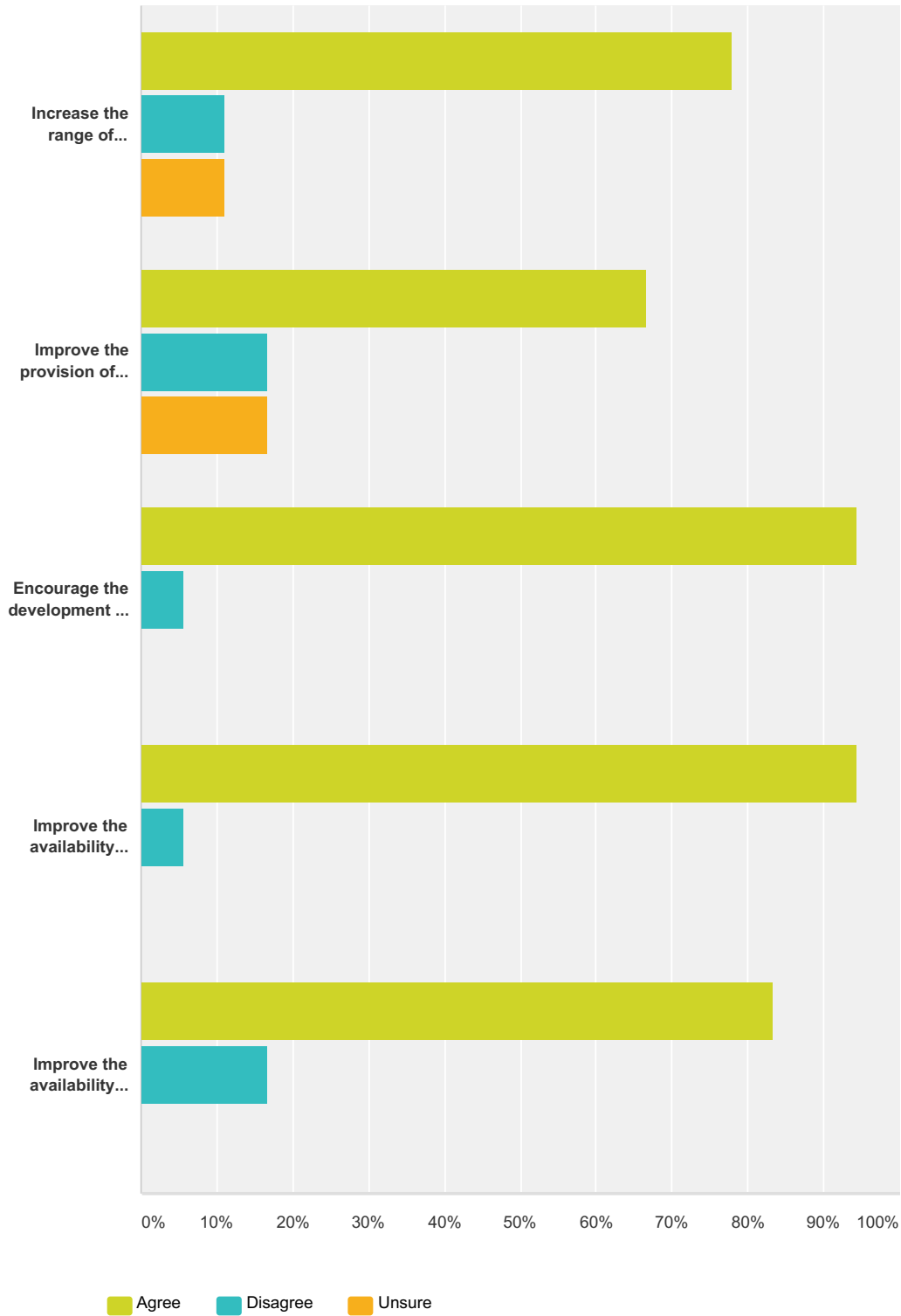
Answered: 1 Skipped: 20

#	Responses	Date
1	I think that there is enough special needs parking. I do agree that it should be enforced that only people that really need them are using them.	10/28/2016 1:34 PM

Q8 Please indicate your opinion on each of the following Opportunities for Improvement. Do they reflect the needs that you see in your community? If you have comments on any Opportunity for Improvement, please provide them at the end of this section.

Answered: 18 Skipped: 3

Township of Leeds and the Thousand Islands Age-Friendly Community Dimensions - Community Survey (October 2016)



	Agree	Disagree	Unsure	Total
Increase the range of affordable housing options within the Township to meet the needs of residents. More small homes and apartments within walking distance of services are needed in each of the communities, to allow older residents to remain within their communities as their housing needs change.	77.78% 14	11.11% 2	11.11% 2	18
Improve the provision of accessible public and private rental housing.	66.67% 12	16.67% 3	16.67% 3	18
Encourage the development of more assisted living and long-term care options in the Township, to ensure seniors requiring care can remain close to community or family support.	94.44% 17	5.56% 1	0.00% 0	18

Township of Leeds and the Thousand Islands Age-Friendly Community Dimensions - Community Survey (October 2016)

Improve the availability and awareness of home retrofit options to allow owners to adapt their homes to their changing needs. Publicize tax rebate and grant programs that help make these retrofits more affordable.	94.44% 17	5.56% 1	0.00% 0	18
Improve the availability and affordability of home maintenance and support services, and ensure these services are well publicized.	83.33% 15	16.67% 3	0.00% 0	18

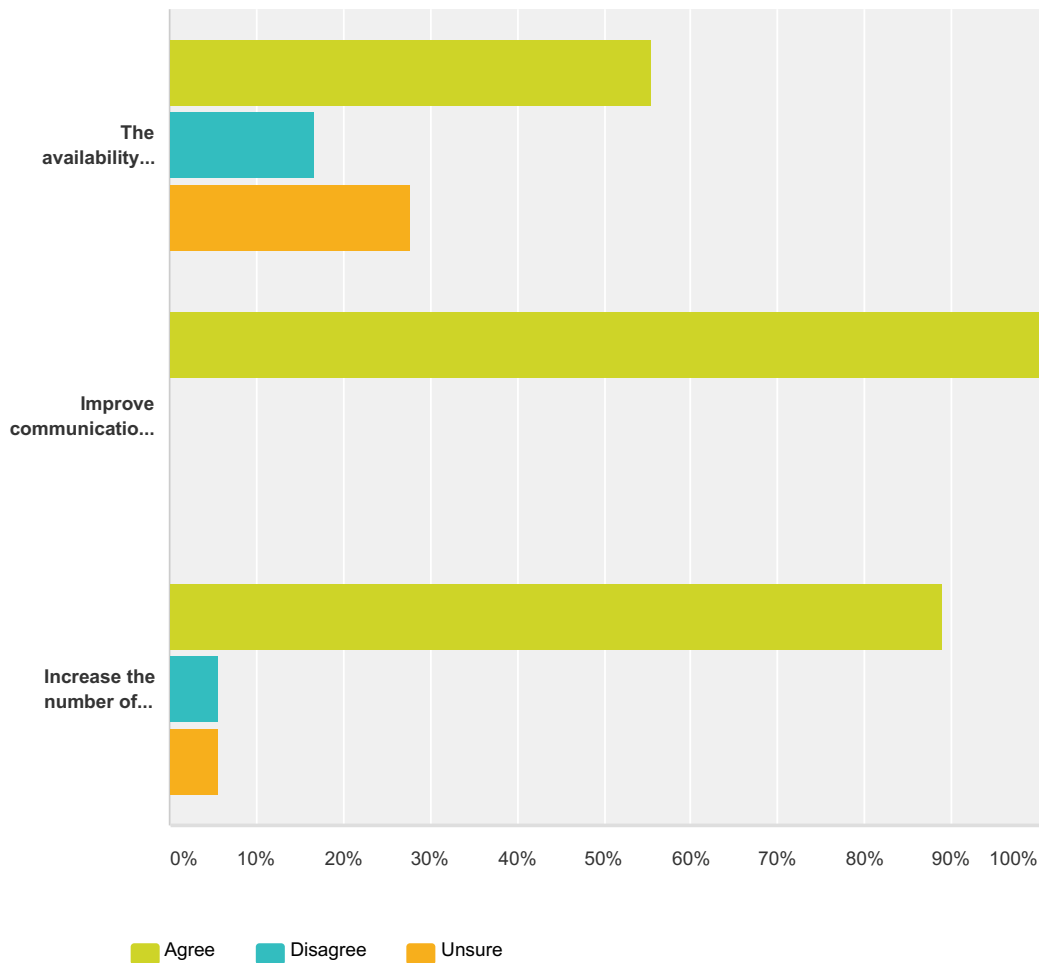
Q9 Please provide any comments you may have on these Opportunities for Improvement.

Answered: 1 Skipped: 20

#	Responses	Date
1	there is adequate availability and information about home support services	10/31/2016 9:39 AM

Q10 Please indicate your opinion on each of the following Opportunities for Improvement. Do they reflect the needs that you see in your community? If you have comments on any Opportunity for Improvement, please provide them at the end of this section.

Answered: 18 Skipped: 3



	Agree	Disagree	Unsure	Total
The availability of transportation was identified as a significant barrier to social participation.	55.56% 10	16.67% 3	27.78% 5	18
Improve communications regarding the availability, scheduling and accessibility of social and community events in the Township, and ensure this information is available from a variety of electronic and non-electronic sources.	100.00% 18	0.00% 0	0.00% 0	18
Increase the number of public and community events that are designed to appeal to all ages. In addition to providing opportunities for multi-generational social participation and interaction, such events can help address transportation issues and promote social inclusion.	88.89% 16	5.56% 1	5.56% 1	18

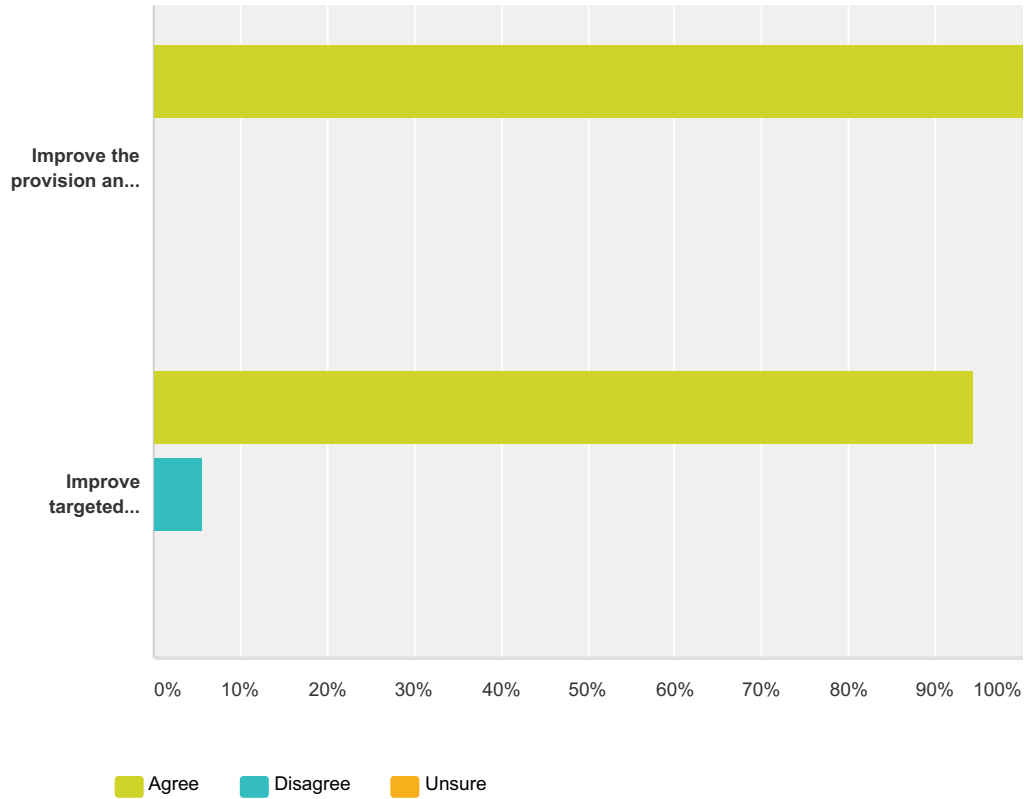
Q11 Please provide any comments you may have on these Opportunities for Improvement.

Answered: 1 Skipped: 20

#	Responses	Date
1	more interest from seniors than younger kids in programs and events	10/31/2016 9:40 AM

Q12 Please indicate your opinion on each of the following Opportunities for Improvement. Do they reflect the needs that you see in your community? If you have comments on any Opportunity for Improvement, please provide them at the end of this section.

Answered: 18 Skipped: 3



	Agree	Disagree	Unsure	Total
Improve the provision and promotion of intergenerational activities, including community fairs and events, and school programs designed to foster interaction between students and seniors.	100.00% 18	0.00% 0	0.00% 0	18
Improve targeted outreach and support to seniors on low income or at risk of social isolation, particularly in rural areas of the Township.	94.44% 17	5.56% 1	0.00% 0	18

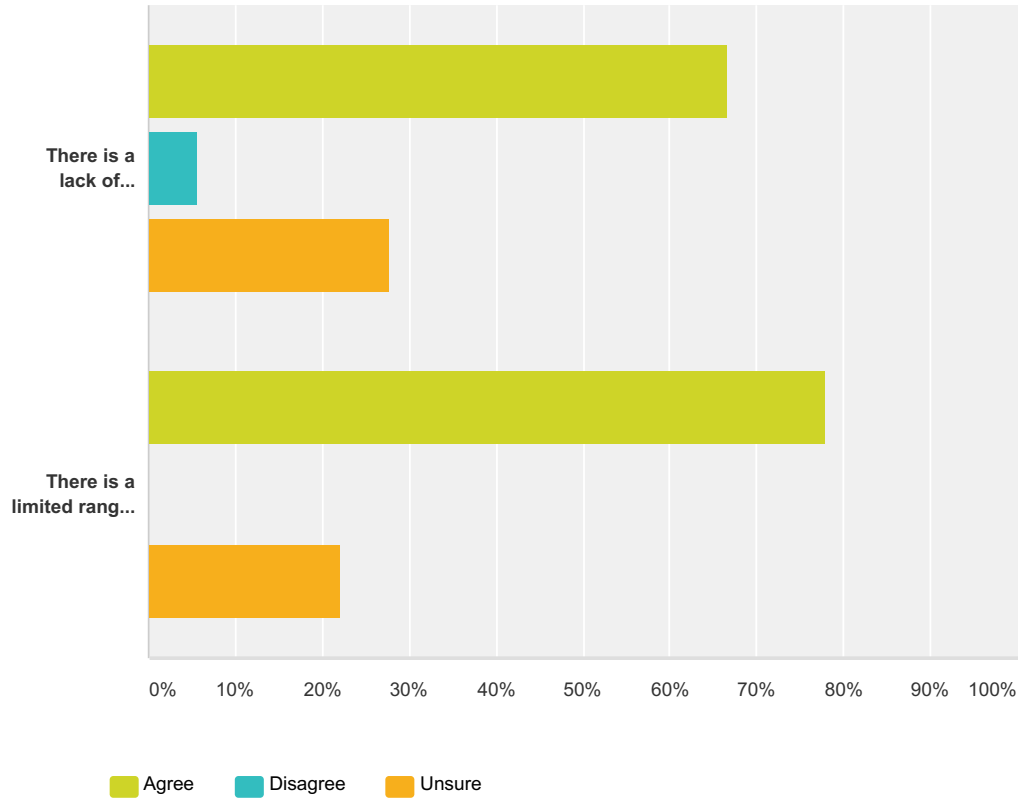
Q13 Please provide any comments you may have on these Opportunities for Improvement.

Answered: 1 Skipped: 20

#	Responses	Date
1	important o involve youth in volunteering the volunteer force is aging	10/31/2016 9:42 AM

Q14 Please indicate your opinion on each of the following Opportunities for Improvement. Do they reflect the needs that you see in your community? If you have comments on any Opportunity for Improvement, please provide them at the end of this section.

Answered: 18 Skipped: 3



	Agree	Disagree	Unsure	Total
There is a lack of awareness of available volunteering, employment and training opportunities in the Township, as well as any advocacy and promotion activities in this area. This may indicate a need for better communication of information and more extensive or targeted outreach.	66.67% 12	5.56% 1	27.78% 5	18
There is a limited range of job opportunities available for older residents.	77.78% 14	0.00% 0	22.22% 4	18

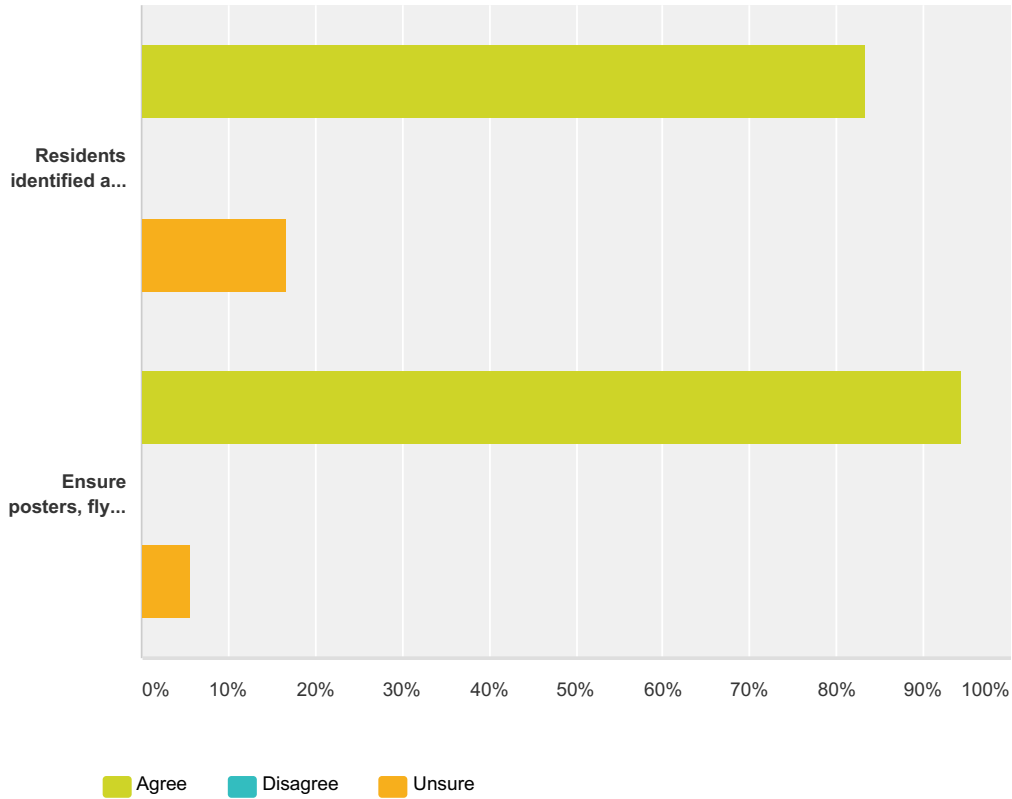
Q15 Please provide any comments you may have on these Opportunities for Improvement.

Answered: 1 Skipped: 20

#	Responses	Date
1	There is limited jobs for all ages	10/27/2016 7:01 PM

Q16 Please indicate your opinion on each of the following Opportunities for Improvement. Do they reflect the needs that you see in your community? If you have comments on any Opportunity for Improvement, please provide them at the end of this section.

Answered: 18 Skipped: 3



	Agree	Disagree	Unsure	Total
Residents identified a need for better publicity of Township-specific information of interest to seniors, including more centralized listings and more advance notice of events through a variety of media. Continued publication of the Community Calendar of Events was identified as an important element of this effort.	83.33% 15	0.00% 0	16.67% 3	18
Ensure posters, flyers and other printed information use simple language, clear headings, large typefaces and high-contrast designs and colours.	94.44% 17	0.00% 0	5.56% 1	18

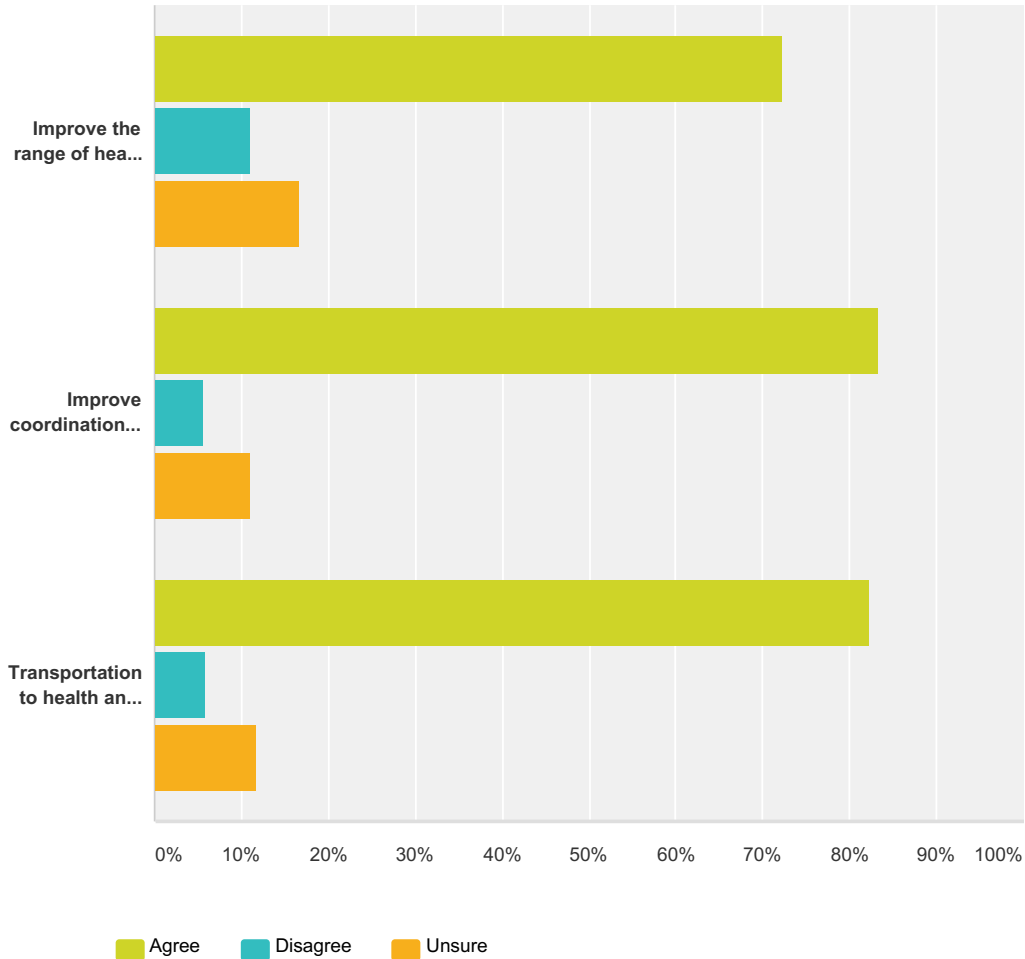
Q17 Please provide any comments you may have on these Opportunities for Improvement.

Answered: 1 Skipped: 20

#	Responses	Date
1	continue good existing community calendars and support them	10/31/2016 9:44 AM

Q18 Please indicate your opinion on each of the following Opportunities for Improvement. Do they reflect the needs that you see in your community? If you have comments on any Opportunity for Improvement, please provide them at the end of this section.

Answered: 18 Skipped: 3



	Agree	Disagree	Unsure	Total
Improve the range of health and community services offered within the Township to meet seniors' needs. Vision and hearing specialists, general practitioners, psychologists, dentists, and x-ray/laboratory facilities were identified as priorities.	72.22% 13	11.11% 2	16.67% 3	18
Improve coordination between health care and community service providers.	83.33% 15	5.56% 1	11.11% 2	18
Transportation to health and social service locations, particularly from other areas of the Township, was identified as a barrier to access for seniors and residents on low income.	82.35% 14	5.88% 1	11.76% 2	17

Q19 Please provide any comments you may have on these Opportunities for Improvement.

Answered: 2 Skipped: 19

#	Responses	Date
1	Area is well set up with clinics and specialists are within good driving distance	10/31/2016 9:46 AM
2	We already have a wonderful dental clinic in Lyndhurst. Psychological counseling has been available for Seeleys Bay Medical Centre patients for a number of years. It is probably unrealistic to expect that this area could support x-ray/laboratory services or vision and hearing specialists since they require extensive equipment and facilities.	10/24/2016 8:36 PM

Q20 Do you have any other comments you would like to make about this survey or the Inventory of Age-Friendly Community Dimensions?

Answered: 9 Skipped: 12

#	Responses	Date
1	There is a greater need for activities for preteen & teenagers within the township.	10/31/2016 12:57 PM
2	good that this is being addressed please continue these types of activities	10/31/2016 9:47 AM
3	Glad that this documentation has been done. TLTI needs to move forward to ensure these opportunities are completed for the ever increasing older population.	10/29/2016 5:29 PM
4	Support walking tours in our historic villages by researching and installing interpretive signage at strategic locations. This would give people of all ages a reason for walking throughout their villages.	10/29/2016 1:44 PM
5	Paved shoulders on roads for better cycling safety	10/28/2016 7:56 PM
6	I think that this area really needs a affordable recreation facility which includes a salt water pool for use of all ages. I spent some time in our western provinces and found that areas with populations smaller than ours had superior facilities of this kind with extremely affordable fees.	10/28/2016 1:43 PM
7	How does the community plan to support sustainable new growth as the population gets older	10/28/2016 9:20 AM
8	While some of these ideas may be beyond the current ability of our township we should always continue to forge ahead.	10/27/2016 7:05 PM
9	no	10/27/2016 5:16 PM