



COUNTY OF FRONTENAC

AGE-FRIENDLY COMMUNITY ACTION PLAN

FEBRUARY 23, 2017



FRONTENAC

  WSP | MMM GROUP

COUNTY OF FRONTENAC
FEBRUARY 23, 2017

AGE-FRIENDLY COMMUNITY ACTION PLAN

PREPARED FOR:
COUNTY OF FRONTENAC

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MMM GROUP



FRONTENAC

Office of the County Clerk

I hereby certify that the following is a true and correct copy of a resolution, being Recommend Reports from the Chief Administrative Officer, clause b) approved by Frontenac County Council at its regular meeting held on February 15, 2017:

b) **2017-017**
Planning and Economic Development
County of Frontenac Age Friendly Action Plan

Motion #: 26-17 Moved By: Councillor Nossal
 Seconded By: Councillor Dewey

Be It Resolved That the Council of the County of Frontenac accept the Planning & Economic Development – County of Frontenac Age Friendly Action Plan report attached as Appendix A;

And Further That Council direct staff to prepare a report that will provide Council with direction for the implementation of the plan.

Carried

Dated at Glenburnie, Ontario

This 23rd day of February, 2016.



Jannette Amini, County Clerk

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- Appendix A: Visioning Workshop Summary
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Acknowledgements

We extend our thanks to the residents of Frontenac County for their contributions to creating a more age-friendly community. We would also like to thank the members of the Frontenac Age-Friendly Committee. Without the efforts of these individuals this Action Plan would not be possible.

Members of the Frontenac Age-Friendly Committee:

- Anne Marie Young, former Manager of Economic Development, County of Frontenac
- John McDougall, Community Development Advisory Committee
- Robert Clinton, Community Development Advisory Committee
- Wilma Kenny, Community Development Advisory Committee
- Margaret Knott, Accessibility Advisory Committee
- Neil Allen, Accessibility Advisory Committee
- David Townsend, South Frontenac Community Services

This project was funded by the Government of Ontario.





1.0 Project Background

1.1 Introduction

The world's population is currently undergoing a significant demographic shift, with the global population aged 65 years or older now growing faster than any other age group¹. Canada is experiencing the same trend: largely due to the aging of the baby boomer generation and parallel increases in life expectancy, the number of Canadian seniors now exceeds the number of children, and this senior population could double over the next 25 years^{2 3}.

The County of Frontenac is home to approximately 11,750 adults aged 50 and older, accounting for 45% of the population. As these residents age, their needs in areas such as housing, accessibility, health care, and community service provision will change, even as many may wish to remain within their communities and maintain their deep community ties. Recognizing the importance of this demographic shift to community life, the County is taking steps to address the challenges facing older populations and to support its residents at every stage of their lives. The County also recognizes that community-level actions to assist older adults can improve the quality of life for citizens of all ages and abilities.

With funding from the Government of Ontario, the County retained MMM Group Limited, a WSP company, to assist with the preparation of an Age-Friendly Community Action

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

² Statistics Canada, 2011.

³ National Seniors Council, 2014. Report on the Isolation of Seniors



Plan. Members of the County's Community Development Advisory Committee and Accessibility Advisory Committee worked with County and local community services staff as part of an Age-Friendly Committee to guide the development and implementation of the Action Plan.

This Age-Friendly Community Action Plan builds on current municipal plans and policies, many of which have age-friendly components. It also sets out an age-friendly vision and goals and reviews the County's current age-friendly practices and opportunities for improvement, all of which were identified through a broad community engagement process that is also described in this report. Additionally, it identifies specific actions and an implementation plan to help ensure the vision is achieved.

1.2 What is an Age-Friendly Community?

In response to the world's aging population, the World Health Organization (WHO) has stressed the importance of building age-friendly communities and promoting active aging. Active aging refers to the capacity for individuals to continue to participate fully in their communities throughout all stages of life, regardless of age or ability. It is influenced by economic, social, and physical factors.

To address the full range of these issues, the WHO launched its Age-Friendly Cities Initiative in 2006. This program encourages municipalities to improve and enhance their programs, services, and built environments for older populations. The companion Global Age-Friendly Cities Guide, which is discussed in more detail in Section 1.4 of this plan, has helped many municipalities assess their own age-friendliness by examining dimensions 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 for planning using an age-friendly lens. Age-friendly community planning, which considers how facilities and services can be used by older adults, provides benefits not only to seniors, but also to young families with children and to people with disabilities. The OSS Age-Friendly planning process is discussed in Section 3 of this plan.



World Health Organization

"An age friendly community encourages active aging by optimizing opportunities for health, participation and security in order to enhance quality of life as people age."

At its core, an age-friendly community is one that ensures residents of all ages and ability levels are supported, respected and encouraged to participate in community life. For example, in an age-friendly community, public buildings have accessible entrances including automatic doors and level surfaces. Older residents have strong social networks and opportunities to 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 reliable taxi service or a network of trusted volunteer drivers. Older residents also have access to a range of affordable health and support services, both in clinics and at home. Through community attributes such as these, residents are able to “age in place,” staying in their homes and communities for as long as they wish to do so.

Planning for an age-friendly community will help municipalities undertake informed decision-making regarding all aspects of their communities, including land development, parks and open space, transportation, and social services, and ensure that community investments are implemented as needed.

1.3 Community Profile

The County of Frontenac has a population of approximately 26,375 people, who live in a diverse number of rural communities and small, compact towns. On average, the population of Frontenac County has largely remained the same between 2006 and 2011, with an overall population decrease of -1.5%, although this decrease is slightly more pronounced in the Townships of North and Central Frontenac. It is also slightly older than the Canadian average, with 17% of residents over the age of 65 compared to 15% nationwide (Table 1). As illustrated in Figure 1, there is a significant cohort of adults aged 50+ who may benefit from community initiatives to support older adults, and who may choose to remain in their communities as they age if appropriate facilities and services are available.

The southern areas of the County of Frontenac are historically agricultural communities, and also benefit from their proximity to the age-friendly services and facilities located in the City of Kingston. By comparison, the County’s more forested and remote northern areas may require different approaches to providing age-friendly services.



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Table 1: County of Frontenac Population by Age Group, 2011

Age Groups	Both sexes	Male	Female
0 to 14	15%	16%	15%
15 to 29	15%	15%	14%
30 to 49	25%	24%	26%
50 to 64	27%	27%	28%
65 and over	17%	18%	17%

Source: Statistics Canada, 2011

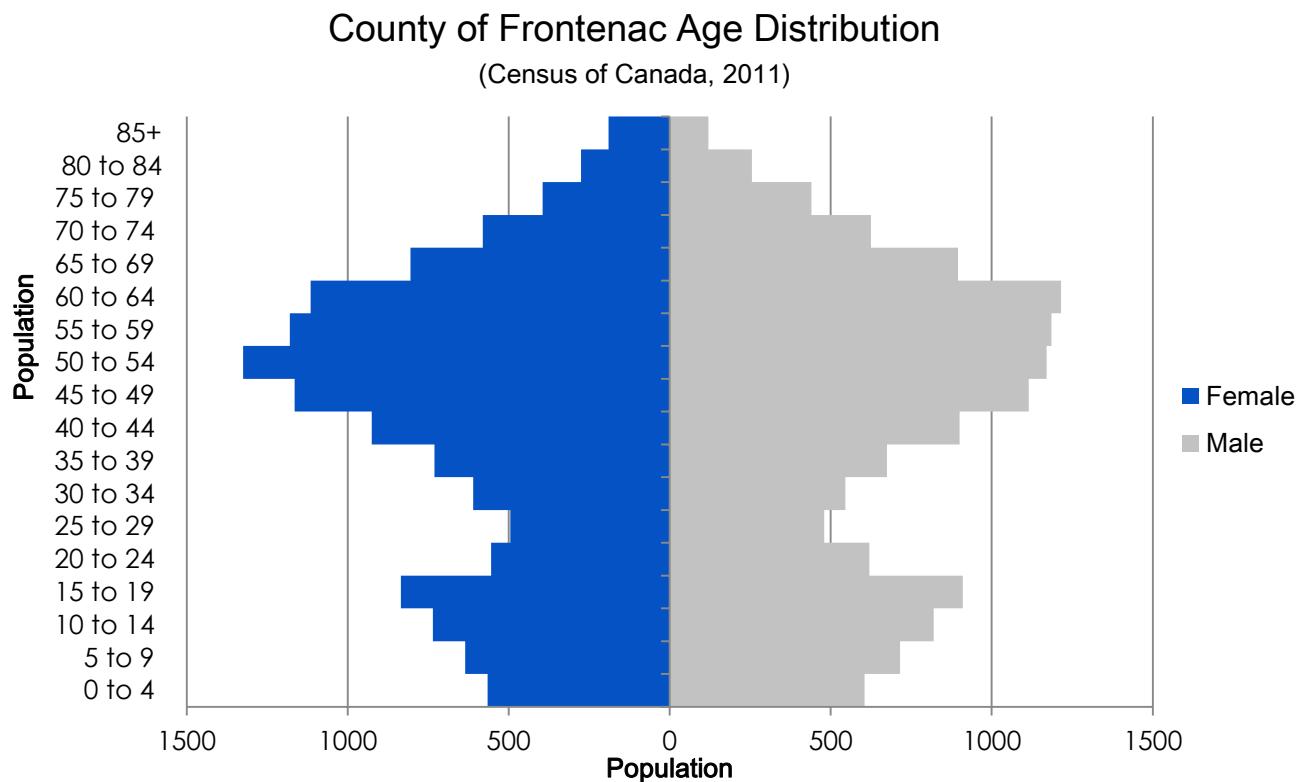


Figure 1: County of Frontenac Population Pyramid

Source: Statistics Canada, 2011

1.4 Age-Friendly Community Dimensions

The WHO's Age-Friendly Cities Guide sets out a framework to help municipalities examine their community through the eyes of its older residents. The Guide highlights eight interconnected dimensions that are illustrated in Figure 3 and summarized in Figure 3. The County's facilities and services under each of these dimensions were examined during the development of this Age-Friendly Community Action Plan.



Figure 2: Age-Friendly Community Dimensions (WHO, 2007)



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.



2.0 Municipal Policy Influences

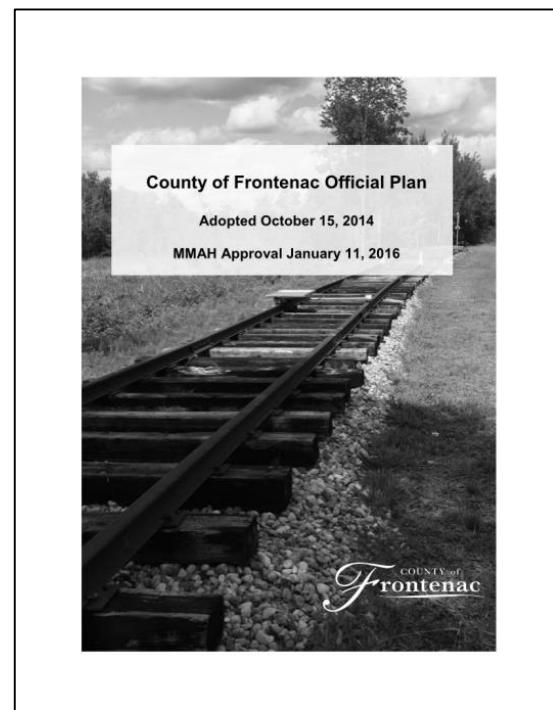
During the process of developing the Age-Friendly Community Action Plan, a variety of municipal policies and plans were reviewed. Specific policies in each of these documents that relate to age-friendly communities are described below. These policies demonstrate strong support at the County level for making the County age-friendly.

2.1 County of Frontenac Official Plan (2016)

The County of Frontenac comprises four municipalities including the Townships of North Frontenac, Central Frontenac, South Frontenac and Frontenac Islands. The County's Official Plan (OP) (2016) provides the policy framework to guide the physical development of the County over a 20-year period, by protecting and managing the natural environment, directing and influencing growth patterns and facilitating the vision of the County as expressed through the public.

Several OP policies are particularly relevant to the WHO's Outdoor Spaces and Buildings, Transportation, and Housing dimensions. Policies in this Age-Friendly Community Action Plan were developed to be consistent with and supportive of these OP policies.

The OP refers to the Municipal Housing Strategy for the City of Kingston and the County of Frontenac (2011) as the primary strategic plan to help guide housing efforts across the County. The County will monitor an affordable housing target of 35% for





low- and moderate-income households, with a focus on providing housing for low-income residents of the County and promoting intensification.

The OP supports the principle of aging in place as a way to address seniors housing options while at the same time encouraging more sustainable settlement areas. The OP encourages identifying affordable seniors' housing projects at a variety of scales, and where practical, encourages the expansion of municipal servicing to support appropriate multi-residential development to accommodate a seniors' housing project.

It also provides for the development of special needs housing, senior citizens' homes, or similar housing facilities for senior citizens, including homes for the aged (long-term care complexes).

The OP identifies a goal to "provide a safe, convenient, effective transportation system for all citizens of Frontenac County, including those citizens who do not have access to a personal vehicle."

Official Plan policies concerning parks include the County's goal to establish a well-connected system of trails throughout the Frontenacs that will provide residents and visitors the opportunity to engage in active healthy lifestyles, travel to key destinations, and experience the County's natural features. The County also supports the continued operation and long term use of all regional parks throughout the Frontenacs.

2.2 Municipal Housing Strategy for the City of Kingston and County of Frontenac (2011)

The Municipal Housing Strategy contains projections, policies, and programs for affordable housing, as well as unique approaches to creating a diverse housing stock in the short, medium and long term.

The Municipal Housing Strategy includes policies that are relevant to the WHO's Housing and Community Supports and Health Services dimensions. These policies promote inclusive, sustainable and flexible communities for all residents, and affordable housing provisions that encourage housing mix and diversity.

Policies relevant to the Community Supports and Health Services dimension include a review of minimum separation distances for residential care facilities. They also include encouragement for the City and the County to pursue linkages with support service funders and coordinators in the health and community service fields, as means of expanding support service opportunities in the community.

2.3 County of Frontenac Seniors' Community Housing Pilot Project Study – Existing Conditions Report (2012)

The purpose of the County of Frontenac Seniors' Community Housing Pilot Project Study is to identify a preferred seniors' community housing pilot project for the County of Frontenac. Each Township has endorsed the creation of a County-led Seniors' Housing Task Force, with County Council committing \$1.5 million in funding for the development of seniors' housing in each municipality. The most advanced project is in the village of Marysville on Wolfe Island, where construction of a five-unit seniors' residence is expected to commence in the first half of 2017. Through the study process, the County aims to acquire a better understanding of the housing needs of local seniors and the opportunities that may exist to address these needs.

The study includes research into seniors' community housing options that are currently in place, an assessment of seniors' community housing needs in the County, the identification of the seniors' housing options that could best address the needs of the County – including a preferred option – and a proposal for the best location within the County to introduce a seniors' community housing pilot project. The first phase of the study is the Existing Conditions Analysis, which includes a review of demographic and socio-economic information related to seniors and the development of an inventory of housing and support service options for seniors in the County of Frontenac.

The existing conditions analysis identified a number of key issues and opportunities that are relevant to the WHO's Housing and Community Supports and Health Services dimensions. These include an increasing demand for seniors' housing and support services as the County's population ages; a need and opportunity to provide a diversity of affordable housing options that are reflective of seniors' needs; and a need and opportunity to provide housing and support services options for seniors, including meal preparation, light housekeeping, seasonal maintenance, and preventive health care, to allow them to age in place.

2.4 Directions for our Future – County of Frontenac Guide to Sustainability (2009)

The County of Frontenac's *Directions for our Future* establishes principles and policies that encourage, guide and promote sustainable behaviours throughout the County. Sustainability indicators are used to monitor and track progress the County's progress towards meeting the established goals.

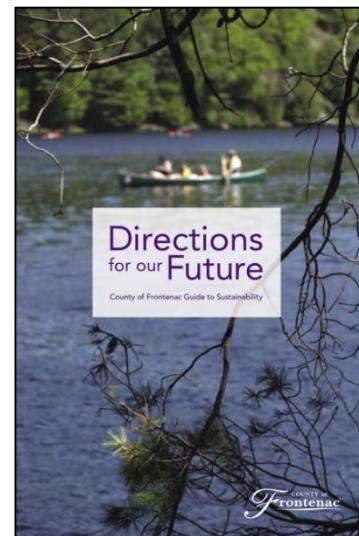
The County's Sustainability Guide contains several policies that are relevant to the WHO's Community Supports and Health Services, Housing, and Outdoor Spaces and Buildings dimensions.



The Guide's Health and Social Services principle states that the County is dedicated to helping provide health and social services to its residents. This is supported through the establishment of policies and programs which address current and future needs, and provide sufficient and effective medical and social services.

The Guide also contains a housing principle, which indicates that the Frontenacs must have a diversity of housing types to meet the needs of residents of all income levels. Policies encourage designing homes and developments that meet the different needs and requirements of County residents at all income levels.

Recreation and leisure principles state that recreational activities must continue to focus on younger residents while ensuring consideration is given to the recreational needs of all ages.



2.5 Community Improvement Plans

Community Improvement Plans (CIPs) help communities and municipalities address challenges that prevent the optimization of areas that are currently underutilized. The goal of using CIPs is to promote the coordinated implementation of community planning and land use planning programs – that is, maintaining, rehabilitating and redeveloping the physical, social, and economic components of a specific area in the Frontenacs.

The following CIPs have been established in the County of Frontenac:

- The Township of South Frontenac – Verona CIP (2012)
- The Township of North Frontenac CIP (2016)
- The Township of Frontenac Islands – Marysville CIP (2013)
- The Township of Central Frontenac – Sharbot Lake CIP (2012)
- The Township of South Frontenac – Harrowsmith CIP (2016)

Of relevance to age-friendly planning, the CIPs contain objectives and programs that are relevant to the WHO's Outdoor Spaces and Buildings, Housing, Communication & Information dimensions.

The Verona, Sharbot Lake and Harrowsmith CIPs include objectives to ensure that main streets are



pedestrian-friendly environments. They also include programs for accessibility enhancements, which provide grants to commercial property owners to retrofit entranceways and access points to ensure that their facilities are accessible to all members of the community.

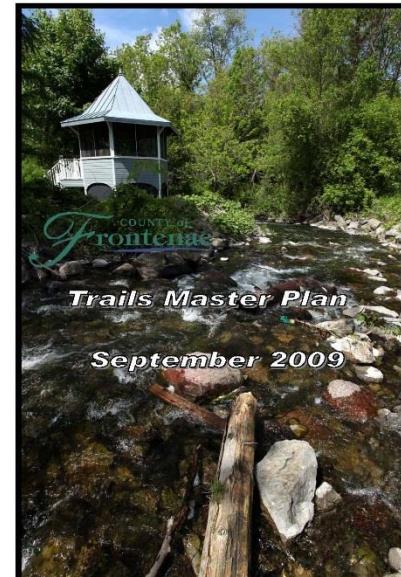
The Marysville CIP includes programs for accessibility enhancements, and objectives to improve the main street and the public realm. The CIP also includes incentives for seniors' housing to help promote the development of new affordable seniors' housing, as well as a specific objective to complete a housing project within the 5-year review period. An additional objective includes the plan for future parkland near or on the waterfront to act as a gathering place for visitors and residents.

A major goal of the North Frontenac CIP is to increase the level of social equity and public communication, with objectives to offer opportunities for youth engagement during public consultations and community events; to increase the number of accessible businesses to better serve all residents and visitors; and to increase the accessibility of the Township for individuals in all stages of their lives.

2.6 Frontenac Trails Master Plan (2009)

The Frontenac Trails Master Plan summarizes the history and landscape of Frontenac County as well as the health, economic and environmental benefits associated with recreational trails. It provides context to the County of Frontenac's pursuit of trail development and sets out recommendations for the management structure of trail providers, as well as general guidelines for trail design and signage.

The Master Plan's Design Guidelines are relevant to the WHO's Outdoor Spaces and Buildings dimension. They ensure a minimum standard for trail development, taking into consideration accessibility and the safety of all trail users.





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3.0 Approach, Vision, and Direction

3.1 Project Approach

The development of the County of Frontenac Age-Friendly Community Action Plan followed the process developed by the Ontario Seniors' Secretariat, entitled *Finding the Right Fit: Age-Friendly Community Planning* (2013). This process involves four steps in two main phases, as illustrated in Figure 3.

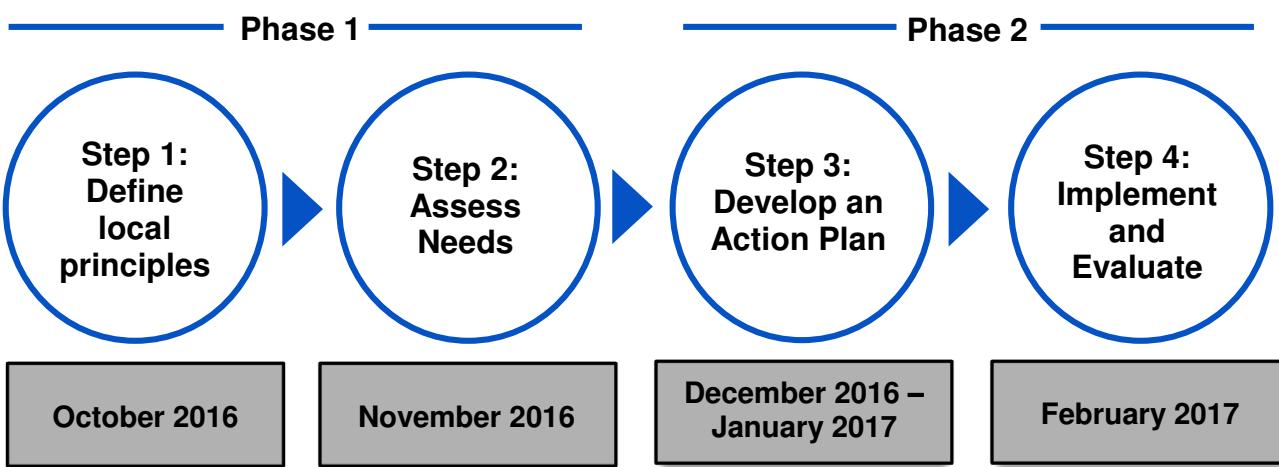


Figure 4: Age-Friendly Community Planning Process

This planning process was implemented in Frontenac County using a comprehensive approach. Information on needs and opportunities was collected in a variety of ways, including WHO and OSS evaluation materials, an Age-Friendly Committee established to guide the project, and a community engagement strategy. In particular, without the knowledge and insight provided by Frontenac County residents through the Age-Friendly Committee and the community engagement events, the plan would not be



possible. More information on completed and planned community engagement activities is provided in this section.

Age-Friendly Committee

The Age-Friendly Committee was formed at the outset of the project and was closely involved in the development of the plan. The Committee's mandate was to provide their expertise and experiences regarding age-friendly issues and services, and raise public awareness and interest in creating an age-friendly community.

Committee members included representatives from the County's Community Development Advisory Committee and Accessibility Advisory Committee, as well as County and local social services staff. They were strategically identified to include the broadest possible range of knowledge and experience. Committee members were instrumental in increasing community participation in the project and ensuring a wide range of public input is incorporated into the Action Plan.

Committee members participated in a Visioning Workshop early in the planning process, which established a vision and guiding principles for the project and began the process of identifying the highest priority needs and opportunities to make Frontenac a more age-friendly community.

Details on the Visioning Workshop are provided in **Appendix A** to this report.



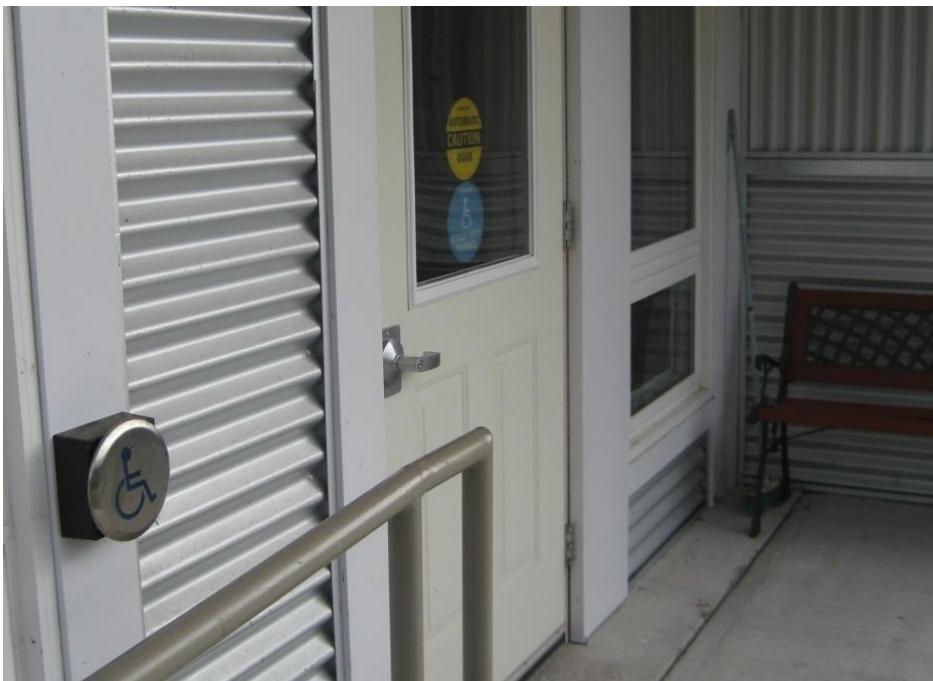
Community Audit

To assess the County of Frontenac's current strengths and challenges in the Outdoor Spaces & Buildings and Transportation dimensions, a Community Audit was undertaken by WSP/MMM staff in November 2016. The audit involved visiting a wide range of public and community spaces in Frontenac, identifying age-friendly features and opportunities for improvement in each case. Examples of the findings are shown on the following pages.

Strengths

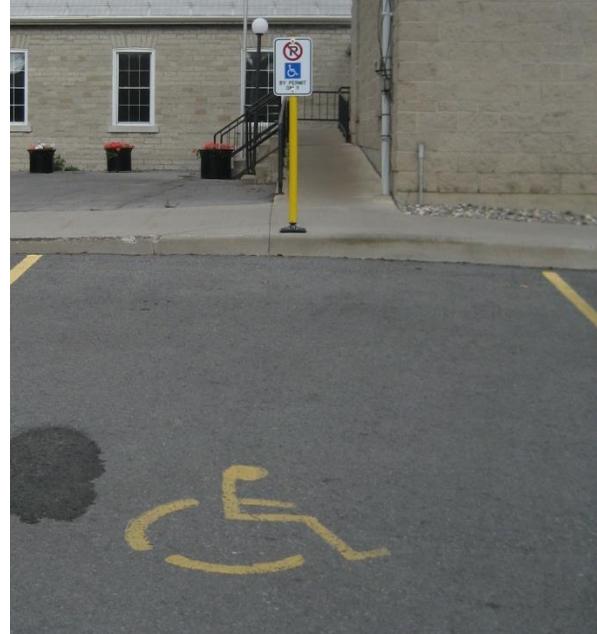


Outdoor seating outside the Storrington Library Branch offers an accessible space for pedestrians to rest.



Accessible entrances are provided at many public buildings.

Strengths



Clearly marked, well-located accessible parking is provided at many public buildings.



Crosswalk that is clearly marked, both on pavement and at eye level, promotes pedestrian safety.

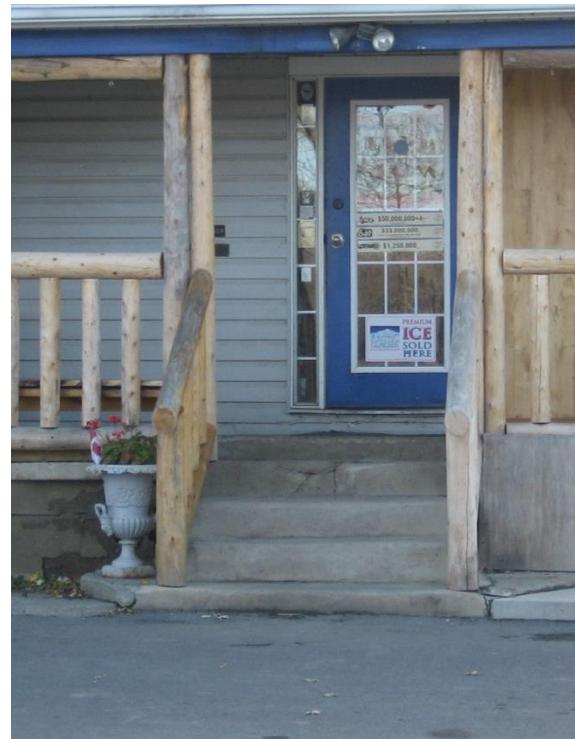
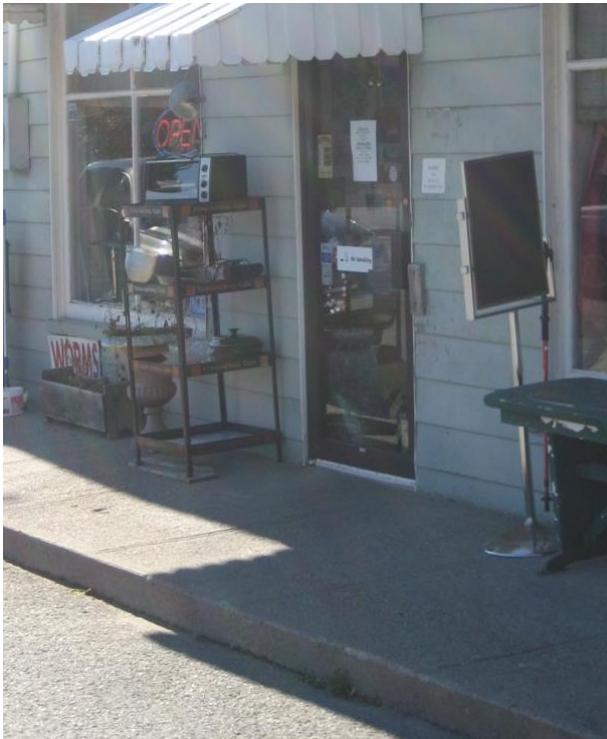


Tactile paving helps orient visually impaired people who use canes.



The beach at Sharbot Lake, like many public spaces in the County, is clean and pleasant and includes a playground and seating.

Opportunities for Improvement



Business entrances that are not level and/or lack push buttons may act as barriers to access for people who use mobility aids.



Accessible parking that does not have signs at eye level is less visible with snow cover.

Opportunities for Improvement



Public seating could be improved by ensuring that it is easy to access for people who use wheelchairs, walkers or canes.



Sidewalks that do not have curb cuts at the corners are more difficult for people who use mobility aids.

North and South Frontenac Seniors' Expo Weekend

As a component of this project, two Seniors' Expos took place on November 18 and 19, 2016. These public events had two major objectives:

1. To provide an opportunity for seniors and their families to learn more about age-friendly communities and the services and opportunities offered by local businesses and organizations; and
2. To help the Committee gain insight into the needs to be addressed in the Age-Friendly Community Action Plan.

The events featured exhibitors from local community service and non-profit organizations, health service providers, home modification services, and other businesses of interest to seniors. At each event, the Project Team provided an introduction to age-friendly community planning and the Action Plan project.

The November 18 Expo was held in partnership with the Seniors and Law Enforcement Together (SALT) organization and featured lunchtime presentations by the Sharbot Lake Ontario Provincial Police (OPP) detachment commander on community partnerships, and by Kingston, Frontenac, Lennox and Addington (KFL&A) Public Health on fall prevention. This event also included a presentation on financial planning.

The November 19 Expo featured a presentation on financial planning and additional short presentations to introduce various exhibitors. Throughout each day, exhibitors and attendees were encouraged to complete the community survey.



Community Survey

The community survey was the first major engagement opportunity for County residents. It was launched online for a four-week period in November 2016. Paper copies of the survey were also made available through community partners and Committee members during this time. Copies of the survey were also provided at the Frontenac Seniors' Expos.

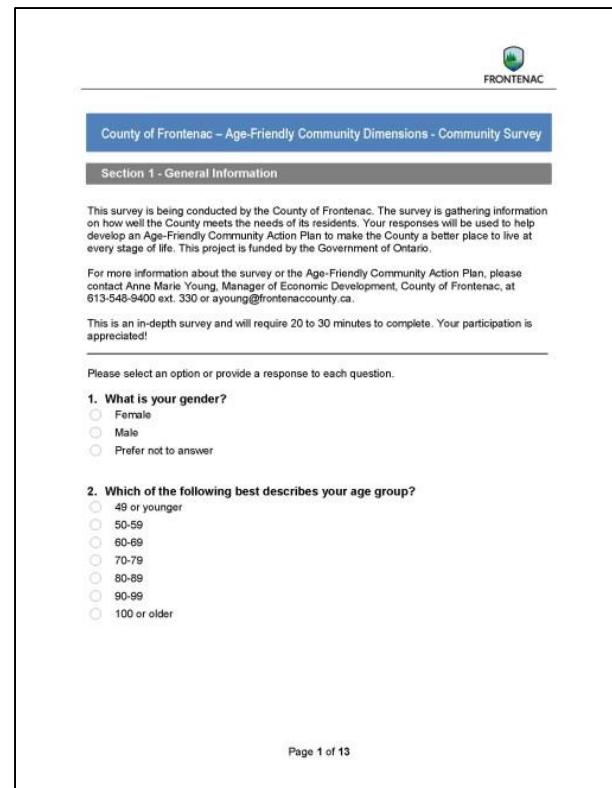
The survey sought input on all eight WHO dimensions of age-friendly cities. The survey was based on the WHO's Community Dimension checklists, with the addition of some tailored questions specific to the County of Frontenac. It invited respondents to indicate what community services and features were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

In total, 70 respondents completed the survey, providing valuable insight into residents' needs and perspectives regarding age-friendly planning.

Additional Resources

In reviewing the identified needs and developing the Action Plan, the Project Team relied on additional resources developed by external agencies regarding age-friendly services in rural and remote communities. These included the following resources:

- *Age-Friendly Rural and Remote Communities: A Guide* (2009), developed by the Federal/Provincial/Territorial Ministers Responsible for Seniors in association with the Public Health Agency of Canada. This report was developed following focus group discussions in 10 rural and remote communities across Canada. In each discussion, participants identified important age-friendly features and barriers that are particularly relevant in remote communities. They also



County of Frontenac – Age-Friendly Community Dimensions - Community Survey

Section 1 - General Information

This survey is being conducted by the County of Frontenac. The survey is gathering information on how well the County meets the needs of its residents. Your responses will be used to help develop an Age-Friendly Community Action Plan to make the County 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 Age-Friendly Community Action Plan, please contact Anne Marie Young, Manager of Economic Development, County of Frontenac, at 613-548-9400 ext. 330 or ayoung@frontenaccounty.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

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suggested programs and initiatives that would be feasible in these communities to address the needs and barriers.

- *Strengthening Age-Friendly Communities and Seniors' Services for 21st Century Ontario: A New Conversation about the Municipal Role* (2016), by the Association of Municipalities of Ontario (AMO). This discussion paper reviews municipalities' role in providing services for seniors and promoting age-friendly communities. It makes a variety of recommendations for provincial funding and policy actions to make it easier for municipalities to provide the services that are needed.
- *Towards Coordinated Rural Transportation: A Resource Document* (2014), prepared for the Rural Ontario Institute and the Ontario Healthy Communities Coalition's Accelerating Rural Transportation Solutions program. This document discusses the concept of coordinated transportation as a means of improving the range and cost-effectiveness of transportation in rural areas, lists criteria to help municipalities assess whether it would be appropriate for them, and provides several case studies of its implementation in rural communities in Ontario.
- *Measuring the Age-Friendliness of Cities: A Guide to Using Core Indicators* (2015), by the World Health Organization. This document describes how indicators can be used to establish a common understanding of age-friendly priorities within a community, measure baseline conditions, assess progress, and promote community engagement. It provides guidance for communities on developing their own indicator set, including a framework and sample indicators.
- *Age-Friendly Communities Evaluation Guide: Using Indicators to Measure Progress* (2015), prepared by the Public Health Agency of Canada based on the WHO core indicators guide listed above. This document discusses how indicators can be used to measure the success of age-friendly initiatives. It also offers a selection of indicators and related measurement tools in each of the WHO's eight community dimensions, as well as four additional indicators concerning longer-term health and social outcomes for older adults.

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 action plan. Early in the planning process, the Age-Friendly Committee worked together to set out the following vision for an age-friendly Frontenac:

“The County of Frontenac supports local and inclusive communities where people can celebrate all stages of life and actively age with dignity and independence.”

Goals

Goals support the vision statement by providing a framework for the actions that will be taken to achieve the vision. The Age-Friendly Committee worked together to develop the following general goals for the age-friendly planning process. The actions in this Age-Friendly Community Action Plan were developed to be consistent with these goals.

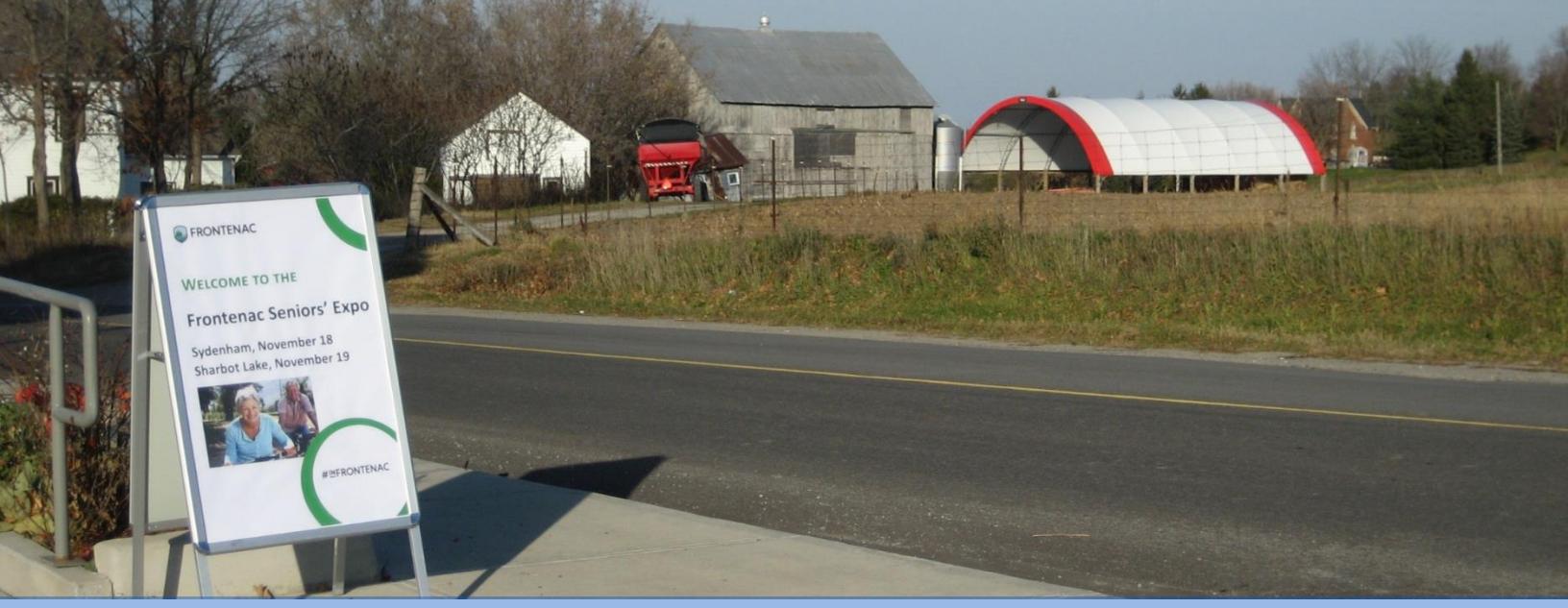
1. Ensure there is accessible and available health care;
2. Provide safe, comfortable, affordable housing to enable aging in place;
3. Maintain a high level of trust in community services and service providers (police, paramedics, etc.);
4. Improve transportation;
5. Increase mobile phone service (especially in northern areas of the County);
6. Create a central information portal;
7. Ensure community involvement in age-friendly initiatives;
8. Reduce social isolation;
9. Increase education & awareness of the needs of older adults;
10. Provide respite care & support to assist caregivers.



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4.0 Age-Friendly Action Plan

The development of the County of Frontenac Age-Friendly Community Action Plan followed the framework set out in the WHO's Age-Friendly Cities Guide. It is structured according to the eight dimensions of age-friendly communities that were detailed in Section 1.4 of this plan: 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. The WHO's checklists for each dimension, which were discussed at the Visioning Workshop and adapted for the Community Survey, were used to evaluate age-friendly strengths and opportunities for improvement.

The needs assessment and the resulting recommendations for each dimension are presented in this section, in the following format:

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

Existing Community Accomplishments: A summary of the features, programs and services currently available in this dimension for older adults in Frontenac.

Current Challenges: A review of common issues and concerns identified during the public engagement process.

Recommended Actions: Suggested programs and initiatives to address the identified challenges and make Frontenac County a more age-friendly community.

4.1 Outdoor Spaces and Buildings

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

Safe, accessible and well-maintained public spaces and buildings have a positive influence on residents' health and quality of life, by making it easier for people of all ages and abilities to move freely around the community to access services and take part in activities. Are sidewalks, pathways and other pedestrian routes in the County 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 Community Accomplishments

- The County has many outdoor spaces that residents consider clean and pleasant, and trails that are considered accessible and safe. The K&P Trail, which can be accessed from multiple communities in the County, is entering its final phase of completion.
- Many buildings within the County are well signed and have accessible entrances that include ramps and automatic doors.

Current Challenges

- There is a need to provide more marked pedestrian crosswalks and to improve the visibility of existing crosswalks.
- There is a need to improve the consistency of sidewalk maintenance, including snow clearing, in different areas of the County and particularly in smaller centres (i.e., outside Sydenham, Verona, and Sharbot Lake).
- The interior accessibility of many buildings could be improved through the provision of elevators, ramps, non-slip flooring and accessible washrooms.

- Public washroom provision could be improved by ensuring existing washrooms are fully accessible, well-signed, and open for longer hours, as well as by identifying locations where new washrooms could be provided.

Recommended Actions

- Explore opportunities to provide and maintain pedestrian crossings on Road 38 and Rutledge Road.
- Explore opportunities to provide and maintain pedestrian crossings on village streets, particularly at areas near schools, businesses and community buildings.
- Ensure asset management planning within the County includes regular improvements to sidewalks and pedestrian facilities, with dedicated funding. Seek direction from the Joint Public Works Managers Committee to coordinate sidewalk and pedestrian facility installation.
- Work with the Joint Public Works Managers Committee to support the development of winter maintenance plans for village cores to promote sidewalk clearing and provide residents with information on which routes are cleared first.
- Support businesses that wish to retrofit entrances, interior features, and washrooms to meet accessibility standards, by promoting existing Community Improvement Plan (CIP) programs, by seeking funding opportunities, and by providing assistance with accessing grant funding.
- Seek opportunities to identify accessible businesses and washrooms on wayfinding signage and tourism maps.

“Accessibility is beginning to be a consideration in the County. It needs to become a ‘given’ in every build and repair. Getting ready for seniors needs to be a priority which will be helpful for the entire population.”

– Survey respondent

4.2 Transportation

The availability and accessibility of transportation has a major impact on social participation and access to health and community services for older residents, particularly in a rural municipality such as the County of Frontenac.

Affordable, accessible and safe transportation permits residents of all ages and abilities to take part in community life. Are all areas of the community and the surrounding region served by a transportation system? Are pick-up and drop-off points safe and clearly marked? Is transportation service affordable, and is it available at convenient times? The needs assessment considered these factors and many more.

Existing Community Accomplishments

- Roadways in the County are generally well maintained and free of visual obstructions.
- Some specialized transportation exists to assist people who do not drive, including the Frontenac Transportation Service provided by volunteer drivers through Northern Frontenac Community Services (NFCS) and the Southern Frontenac Community Services Corporation (SFCSC), as well as other social services organizations. Additionally, many older adults in the County are able to rely on strong support networks of family, friends and neighbours for transportation assistance.

Current Challenges

- There is a significant need to explore new ways of providing affordable transportation to all areas of the County, as well as to the City of Kingston, for residents who do not drive or have access to a personal vehicle. In rural communities, the availability of affordable transportation for a variety of purposes has a strong link with success in other WHO dimensions and residents' overall quality of life.
- Accessible benches are not consistently provided on streets and pathways, to provide places to rest and to make it easier for people with limited mobility to reach destinations on foot.

- Not all public buildings provide visible and well-enforced accessible parking spaces and drop-off areas.

Recommended Actions

- Explore the feasibility of different approaches to improving the options and affordability of transportation services available to residents, and identify an approach to be pursued. Options may include:
 - A coordinated transportation system (one that involves greater coordination of resources among community and institutional transportation providers);
 - A community rideshare program (a method of matching residents who need transportation with those who are travelling to the same destination and can offer space in their vehicles); and/or
 - Consulting with the City of Kingston to consider a rural transit link to the City's urban transit system.
- Seek opportunities to provide more accessible outdoor seating on streets, in parks and at public and community buildings. Options may include seeking grant funding or implementing a community bench dedication program. There may be opportunities to coordinate this action with CIP initiatives under the Outdoor Spaces and Buildings dimension.
- Provide an information package or flyer to local businesses and public building operators that provides best practices and tips regarding the design and signage of accessible parking and drop-off spaces.
- Ensure Townships consider parking space design and signage at eye level as part of the land development approvals process.

“There are very few transportation options in rural areas. Having more affordable transportation would help promote social engagement and combat isolation.”

– Survey respondent

4.3 Housing

The availability of appropriate housing can have 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 people's housing needs can change over time, it is important that a range of housing choices and support services be available, to allow people to live independently for as long as possible and remain part of the community as they age. Is enough accessible and supported housing available to meet the needs of older residents? Are housing options in the County well-located with respect to community services and other destinations? Are home support and modification services available to help people stay in their homes? The needs assessment considered these factors and many more.

Existing Community Accomplishments

- Some affordable housing is provided in the County through public and non-profit providers such as the Loughborough Housing Corporation, North Frontenac Non-Profit Housing, Kingston Municipal Non-Profit Housing Corporation, and Kingston & Frontenac Housing Corporation. The County also operates the Fairmount Home long-term care facility in Battersea. However, many of these facilities have waiting lists.
- Some private retirement residences and supportive housing are located in the County, including Sharbot Lake Retirement and Retreat, Hidden Acres, Brooks Landing and Country View Retirement, as well as housing operated by the City of Kingston.
- A range of home-modification service providers operate in the County, and the Kingston-Frontenac Renovates program provides financial support for renovations to improve home accessibility.
- The County of Frontenac partnered with the City of Kingston in 2011 to undertake a Municipal Housing Strategy that recognizes that an aging population will result in changing housing needs. The County has begun to adopt municipal policies to promote a wider range of housing types, including an affordable housing target of 35% and Official Plan policies that support multi-unit housing development.

Current Challenges

- There is a need to ensure a greater range of housing types that are affordable on lower incomes and accessible for people with disabilities is available within the County. These may include different unit sizes and configurations, as well as different rental or ownership models.
- There is a need to increase access to affordable supportive housing and long-term care facilities within the County.
- Initiatives under this dimension should ensure access to affordable housing options is equitable within all parts of the County.
- There may be opportunities to increase residents' awareness of different housing and home modification services available within the County, including the financial supports available to promote access.

Recommended Actions

- Work with Townships and housing developers to identify and develop parcels of land in the County's settlement areas that would be suitable for multi-unit housing that is affordable and accessible for seniors and people with disabilities, as has been contemplated through the County of Frontenac Seniors' Community Housing Pilot Project described in Section 2.6. There may be opportunities to partner with organizations such as NFCSC and SFCSC in the provision of new seniors' housing.
- Work with local health service providers to identify potential locations for new rural supportive housing and long-term care facilities and advocate for the development of these facilities.
- Work with local health and community service providers to develop a targeted information package regarding home support and modification services and

“We need more of any and all types of senior living, from retirement to LTC [long-term care]. Too many people need to leave the community they have always lived in.”

– Survey respondent

funding opportunities. This initiative may be facilitated and coordinated with actions under the Communication and Information dimension.

- As recommended in the Municipal Housing Strategy, pursue linkages with support service funders and coordinators, such as the Local Health Integration Network, to expand support service opportunities in the community.
- Explore ways to promote the provision of affordable home maintenance services as an employment or volunteer opportunity for local residents, including youth and active seniors.
- Explore the development of a program to link seniors who need assistance with daily cleaning and maintenance with vetted tenants who could perform these tasks in exchange for affordable rent within the home.

4.4 Social Participation

Opportunities for social participation and support are key factors 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 accessible and conveniently located? Are activities affordable, and do they appeal to a diverse population? Is there outreach to people at risk of social isolation? The needs assessment considered these factors and many more.

Existing Community Accomplishments

- A variety of affordable, convenient events and activities that appeal to seniors are offered in the County. These include diners clubs, fitness classes, speaker series and other social events.
- Event venues in the County are generally accessible for people with disabilities.
- New community infrastructure projects are planned that will increase opportunities for older adults to take part in social and community activities. For example, the Grace Centre Property Expansion will include a larger community garden, an accessible walking trail with seating and a gazebo, a bocce court, and an eventual addition to the Grace Centre community building itself.
- Municipal bodies such as the Township of South Frontenac Recreation Committee are undertaking community consultation to consider how best to direct infrastructure investment.

Current Challenges

- There may be opportunities to offer more activities in northern areas of the County, especially outside larger centres such as Sydenham, Verona and Sharbot Lake, to improve access for residents of smaller communities who may not have access to transportation.
- Although many survey respondents considered events to be affordable, others did not, suggesting that event organizers in the County could consider offering

pay-what-you-can or sliding-scale admission fees (i.e., reduced fees for lower-income residents) to activities.

- There are opportunities to consider how investments in social and recreational infrastructure can best serve an aging population.

Recommended Actions

- Work with local community service providers and social organizations to identify and support opportunities to offer social and recreational programming in smaller communities in the County, such as Ompah, Plevna, Parham, Battersea, and Marysville.
- Work with event and program organizers to identify and support opportunities to provide transportation as a component of community events. This initiative may be facilitated and coordinated with actions under the Transportation dimension.
- Promote partnerships with social organizations and recreational facilities in nearby rural centres such as Perth, Smiths Falls, and Northbrook, to consider how access to programs and facilities near the northern areas of the County could be shared.
- Work with community program and service providers to support pay-what-you-can or sliding-scale admission fees (i.e., reduced fees for lower-income residents) to community events.
- Ensure that recreation-oriented community consultations, as well as the analysis of their results, consider the potential needs and interests of an aging population.

“Even if the activities are available, it is not often easy for those who do not drive to attend.

– Survey respondent

4.5 Respect and Social Inclusion

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

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

Existing Community Accomplishments

- Many survey respondents felt that seniors are recognized in the community for their accomplishments and contributions, and many expressed that the community shows respect for aging citizens.
- Survey respondents indicated that seniors are frequently included and accommodated in community activities.

Current Challenges

- There is a need to promote interaction between youth and seniors in the County through partnerships with schools.
- There is a need to ensure targeted and consistent outreach to reduce social isolation in all areas of the County, particularly to seniors on low income or who have limited access to transportation.

Recommended Actions

- Foster partnerships between seniors' organizations and schools in the County to develop outreach programs that bring students and older adults together during the school day, such as reading buddies, community gardening, home visiting programs or skills-sharing days. Consider how participation in these programs could be credited towards high school students' community service requirements.

- Develop age-friendly business and event guidelines and make them available to local businesses and event organizers. These guidelines may be combined or coordinated with actions under the Communication and Information dimensions. Consider providing an Age-Friendly Business program in which a senior anonymously visits a business and privately reviews its age-friendly features with the owner.
- Explore ways to support community service providers and social organizations in identifying and reaching out to seniors at risk of social isolation. There may be opportunities to combine this action with initiatives under the Transportation, Social Participation, Civic Participation and Employment, and Community Supports and Health Services dimensions.

“I feel all children in the school system should have the opportunity to connect with seniors and benefit from their knowledge and experience.”

— Survey respondent

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 paid and volunteer options available to older workers? Do employers and voluntary organizations recognize the positive qualities of older staff members? Are training and workplace adaptations available for older people? The needs assessment considered these factors and many more.

Existing Community Accomplishments

- There are a variety of opportunities for volunteering, community involvement and municipal participation in the County, including social service agencies, festivals, beautification projects, community gardens, and other community initiatives, as well as municipal advisory committees and OPP programs.
- Many survey respondents indicated that local workplaces are adapted to meet the needs of employees with disabilities.

Current Challenges

- Improvements to civic participation and employment opportunities for seniors may be hampered by an overall lack of stable and well-paying jobs for residents of all ages, particularly in northern areas of the County.
- Many survey respondents were unsure of what employment, self-employment and volunteer options were available for older residents, suggesting that specific communication and outreach initiatives may be needed to see improvements in this area.

Recommended Actions

- Work with economic development organizations operating within the County, including the Frontenac Community Futures Development

“Education regarding the knowledge, skills, and need to participate will help [promote] more senior participation.”

– Survey respondent

Corporation (FCFDC) and the County's own Economic Development Office, to continue to support and promote businesses and services offered by self-employed residents of the County, and to seek ways to support self-employment among older adults.

- Work with community organizations in the County to identify and promote volunteer and civic participation opportunities suitable for older residents. This initiative may be facilitated and coordinated with actions under the Communication and Information dimension.

4.7 Communication and Information

Access to clear, relevant information is critical for ensuring older residents can maintain their health, quality of life and community connections.

Through proper communication of programs, services and opportunities, older residents can remain more independent and participate fully in community life. Is information on public programs and activities easily accessible in a variety of formats? Is printed information easy to read and telephone information provided slowly and clearly? As more and more information moves online, is public Internet access and computer support for seniors available? The needs assessment considered these and other factors.

Existing Community Accomplishments

- There is a wide variety of information sources in the County, including municipal and community websites and newsletters, local news outlets, public bulletin boards (e.g., at libraries, community centres, businesses), and community and social organizations. Survey respondents most often preferred to obtain information from the newspaper, other printed material, and the internet, although many also obtained it in person or over the phone.
- Free public access to the internet is available at public libraries in many communities. Survey respondents preferred online information sources frequently included local news outlets such as Frontenac News, local community organizations' websites and Facebook pages, and Township and County websites.

Current Challenges

- Information delivery could be improved by finding ways to centralize and cross-promote information and resources, to ensure residents have access to—and are aware of—multiple points of contact that provide consistent and comprehensive information.
- There is an opportunity to consider how the accessibility of printed and recorded information could be improved, through changes to fonts, design, and word choice.

- There is a need to consider how public phone and internet access in smaller centres could be improved, particularly at times of day when public libraries, which provide these services, are not open.

Recommended Actions

- Explore ways to facilitate information sharing between the multiple community organizations and levels of government operating within the County, to help them redirect inquiries appropriately when needed.
- Explore ways to ensure cross-posting and consistency between information provided on bulletin boards, websites, community Facebook pages, and other sources of information in the County.
- Explore ways to ensure key information of interest to older adults, including event listings and telephone numbers to call for further information, is distributed in print to all households in the community. This could take the form of a partnership or regular newsletter advertisement or flyer in the Frontenac News community newspaper.
- Work with local community organizations and service providers to develop a regularly updated seniors' guide listing services, events, and resources of interest to older adults. Prioritize the provision of this guide in paper format, rather than online. The Frontenac-Kingston Council on Aging offers a *Senior's Guide to Navigating Community Resources* (2016) that may offer a useful starting point or partnership opportunity.
- Develop and promote Age-Friendly communication and graphic design guidelines for business owners and event organizers in the County, as a resource for those wishing to improve their print, online and in-person communications practices for older adults.
- Consider establishing public Wi-Fi zones, accessible during business hours, in Township offices.

“Many seniors don’t have internet access (knowledge and cost) and depend on the newspaper for information.”

– Survey respondent

4.8 Community Support and Health Services

To maintain their health and independence, aging residents should have access to the widest possible range of medical and support services within the community.

Appropriate community services will allow residents to remain in their communities longer, benefiting individuals and the County 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? Have economic barriers to health services been minimized? The needs assessment considered these factors and many more.

Existing Community Accomplishments

- A wide range of health services is available in the County to meet seniors' needs, including clinics and community support services.
- Survey respondents indicated that health service facilities are generally accessible, safe, and staffed with helpful and respectful staff.
- The Frontenac Paramedic Service is taking on a greater role in community paramedicine, providing wellness clinics that can improve the provision of preventive medicine to vulnerable seniors.
- There are support programs in place to help with travel to services outside the County.

Current Challenges

- There may be opportunities to improve food security for many residents of the County, which may include more frequent Meals on Wheels provision, more fresh produce available through food banks, and the development of a community kitchen.
- Health service provision in the County could likely be improved by improving communication and outreach regarding existing services and points of contact, including where to find more detailed information online, by phone, or in person.

- There is a need to continue to identify access and service gaps in more remote areas of the County, and to consider how they can be addressed where available information and resources may be limited.
- There may be an opportunity to more explicitly consider the needs of seniors in municipal emergency planning, particularly in more remote areas of the County.

Recommended Actions

- Explore opportunities to provide seniors-oriented community health programs, such as fitness, nutrition, or fall prevention, via telemedicine, to increase the range of programs provided throughout the County.
- Work with local and regional health care service providers to improve access to specialists and public health services through regular community health care days or information fairs. Consider how initiatives in this area can be coordinated with actions under the Transportation dimension.
- Work with local community organizations and service providers to improve communication and information sharing regarding services that are available, both between organizations and with the public. In particular, improve residents' awareness and use of existing health care services and information directories such as Ontario 211 and SouthEastHealthline.ca. This initiative may be facilitated and coordinated with actions under the Communication and Information dimension.
- Work with local emergency managers and first response organizations to identify ways to increase older adults' awareness of potential hazards or emergency measures that may be specifically relevant to them.

“Many people had no idea that out-of-County services were available in the County. Staff need to be knowledgeable and proactive in ensuring the residents have needs met even if it is an “outside of the County” service.”

— Survey respondent



5.0 Implementation

During the development of the County of Frontenac Age-Friendly Action Plan, residents identified a wide range of existing age-friendly assets, but also numerous opportunities for improvement. The future Action Plan sets out a variety of recommended actions, which must be implemented in the context of the community's size, location and available resources.

In the tables that follow, the Action Plan identifies several implementation details for each Recommended Action:

- Timing/Priority: when the action should take place;
- Action Lead: who will be responsible for taking the action;
- Potential Partners: who the Action Lead should work with; and
- Performance Indicator: how the Action Lead and Partners will know they have succeeded.

This implementation strategy provides a framework to guide future, more detailed decision-making and planning within the County government and its interested partners. The Action Plan is intended to inform other municipal plans, policies, and decisions from an early stage. It also offers an opportunity for the Age-Friendly Committee to continue to play a role in coordinating and championing age-friendly initiatives in the community.

Where the County is shown as the Action Lead on initiatives, the Planning and Economic Development Department should assume primary responsibility for the action, unless otherwise specified. Additionally, there will be a need to work

collaboratively with Potential Partners such as the County's four member Townships, the Age-Friendly Committee, and other community and institutional partners to implement the Action Items. Implementation will rely on the active participation of community organizations, partner agencies and service providers, and will require a high level of outreach and collaboration. The implementation framework is illustrated in Figure 5.

Actions identified as “short term” are targeted for implementation within 1-2 years; “medium term” actions are targeted between 3 and 5 years, and “long term” actions are targeted from 5-10 years.

Performance indicators were reviewed against the WHO and PHAC guides discussed in Section 3.1 and are intended to be measurable, within local influence, and directly linked to local actions and goals.

It is recommended that the County undertake a progress review of this Action Plan every year or every two years. This review will act as a “reality check,” allowing the community to see which actions have been taken, which goals have been achieved, and whether there should be any changes to the plan in light of community priorities and available funding opportunities. In particular, it is recommended that progress reviews specifically seek to address the diverse needs and priorities in all four Townships, including direct consultation with staff and community members in each one.

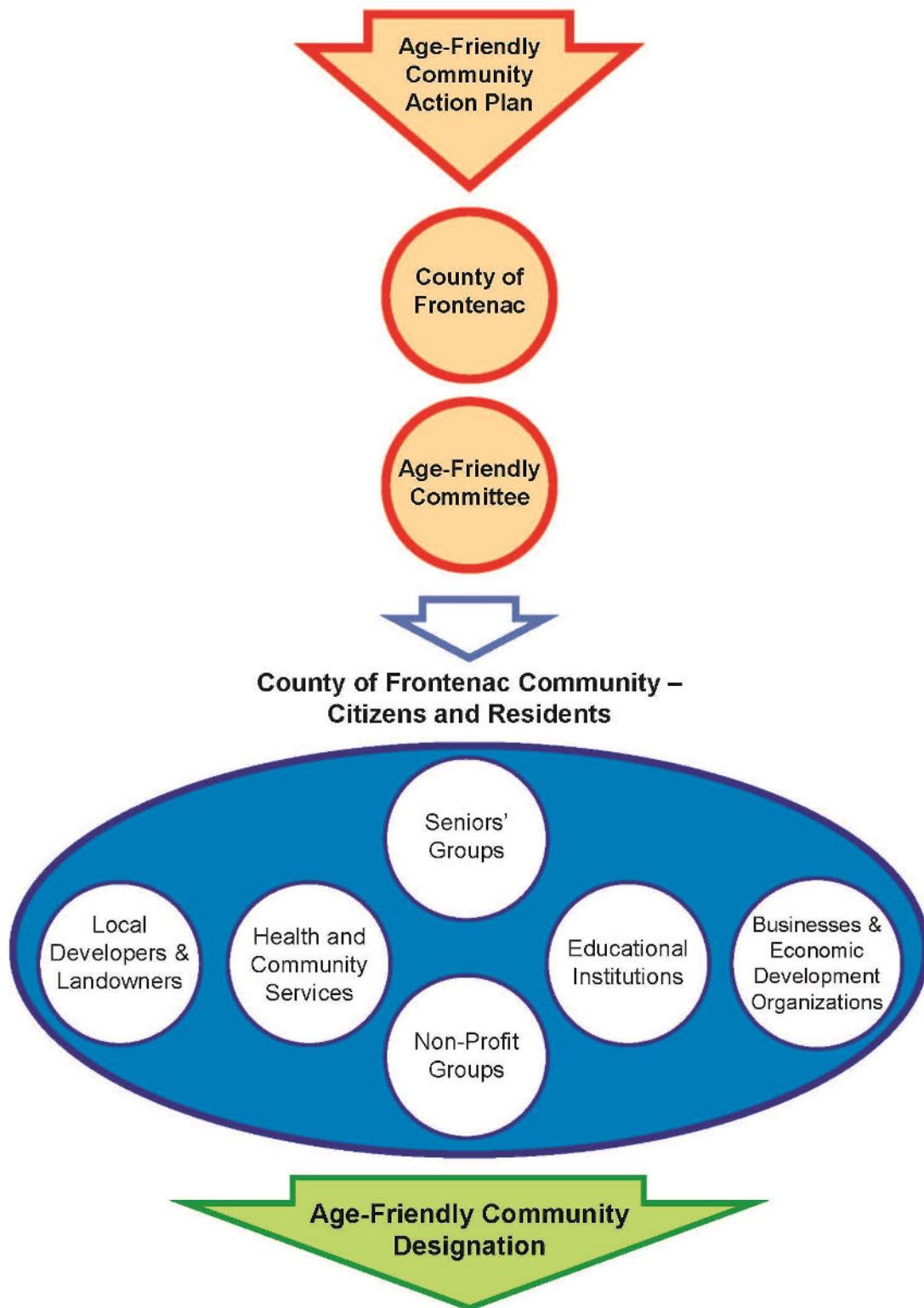


Figure 5: Age-Friendly Community Action Plan - Implementation Framework



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5.1 Outdoor Spaces and Buildings

Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.1.1 Explore opportunities to provide and maintain pedestrian crossings on Road 38 and Rutledge Road.	Short term	County of Frontenac	Townships' Public Works Departments, schools, Harrowsmith Social and Athletic Club, Oddfellows Hall	Number of new crossings installed
5.1.2 Explore opportunities to provide and maintain pedestrian crossings on village streets, particularly at areas near schools, businesses and community buildings.	Short term	County of Frontenac	Townships' Public Works Departments, schools, Harrowsmith Social and Athletic Club, Oddfellows Hall	Number of new crossings installed
5.1.3 Ensure asset management planning within the County includes regular improvements to sidewalks and pedestrian facilities, with dedicated funding. Seek direction from the Joint Public Works Managers Committee to	Medium term	County of Frontenac	Townships' Public Works Departments	Implementation of plans for regular sidewalk improvements



Action Item		Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
	coordinate sidewalk and pedestrian facility installation.				
5.1.4	Work with the Joint Public Works Managers Committee to support the development of winter maintenance plans for village cores to promote sidewalk clearing and provide residents with information on which routes are cleared first.	Medium term	Townships' Public Works Departments	County of Frontenac	Implementation of winter maintenance plans
5.1.5	Support businesses that wish to retrofit entrances, interior features, and washrooms to meet accessibility standards, by promoting existing Community Improvement Plan (CIP) programs, by seeking funding opportunities, and by providing assistance with accessing grant funding.	Short term	County of Frontenac	Townships	Number of accessibility improvements made

Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.1.6 Seek opportunities to identify accessible businesses and washrooms on wayfinding signage and tourism maps.	Short term	County of Frontenac	Townships	Increase in number of identified businesses



5.2 Transportation

Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.2.1 Explore the feasibility of different approaches to improving the breadth and affordability of transportation services available to residents (e.g., coordinated transportation system, community ride-share program, link to Kingston transit), and identify an approach to be pursued.	Short term	County of Frontenac	Local social and community service providers, City of Kingston	Identification and implementation of new transportation program(s)
5.2.2 Seek opportunities to provide more accessible outdoor seating on streets, in parks and at public and community buildings. Options may include seeking grant funding or implementing a community bench dedication program.	Short term	County of Frontenac	Townships' Public Works Departments, main street or business improvement associations	Number of new benches; distance between benches

Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.2.3 Provide an information package or flyer to local businesses and public building operators that provides best practices and tips regarding the design and signage of accessible parking and drop-off spaces.	Short term	County of Frontenac	Townships, main street or business improvement associations	Number of new or improved (appropriately signed) accessible parking spaces
5.2.4 Encourage Townships to consider parking space design and signage at eye level as part of the site plan approval process.	Short term	Townships' Planning Departments	County of Frontenac	Number of new, appropriately signed accessible parking spaces



5.3 Housing

Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.3.1 Work with Townships and housing developers to identify and develop parcels of land in the County's settlement areas that would be suitable for multi-unit housing that is affordable and accessible for seniors and people with disabilities.	Long term	County of Frontenac	Townships' Planning Departments, NFCs, SFCSC, Canada Mortgage and Housing Corporation (CMHC), private and non-profit developers	Number of new affordable units; number of new affordable, accessible units
5.3.2 Work with local health service providers to identify potential locations for new rural supportive housing and long-term care (LTC) facilities and advocate for the development of these facilities.	Long term	County of Frontenac	Local retirement and LTC operators, health service providers, and referral organizations	Number of new supportive housing and LTC beds established in rural areas of the County

Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.3.3 Work with local health and community service providers to develop a targeted information package regarding home support and modification services and funding opportunities.	Short term	County of Frontenac	Frontenac-Kingston Council on Aging, local social service providers	Preparation and distribution of information package
5.3.4 As recommended in the Municipal Housing Strategy, pursue linkages with support service funders and coordinators to expand support service opportunities in the community.	Short term	County of Frontenac	Townships' Recreation and Community/ Economic Development committees, SE LHIN, local social service providers	Number of new households able to access support services
5.3.5 Explore ways to promote the provision of affordable home maintenance services as an employment or volunteer opportunity for local residents, including youth and active seniors.	Short term	County of Frontenac	Townships' Recreation and Community/ Economic Development committees, local social service providers, schools	Number of new households able to access local home maintenance services



Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.3.6 Explore the development of a program to link seniors who need assistance with daily cleaning and maintenance with vetted tenants who could perform these tasks in exchange for affordable rent within the home.	Medium term	County of Frontenac	Townships' Recreation and Community/ Economic Development committees, local social service providers	Number of tenant matches made



5.4 Social Participation

Action Item		Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.4.1	Work with local community service providers and social organizations to identify and support opportunities to offer social and recreational programming in smaller communities in the County.	Medium term	County of Frontenac	Townships' Recreation and Community/ Economic Development committees, local community organizations and service providers	Number of new events offered in smaller centres
5.4.2	Work with event and program organizers to identify and support opportunities to provide transportation as a component of community events.	Medium term	County of Frontenac	Townships' Recreation and Community/ Economic Development committees, local community organizations and service providers	Increase in number of events offering transportation



Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator	
5.4.3	Promote partnerships with social organizations and recreational facilities in nearby rural centres to consider how access to programs and facilities near the northern areas of the County could be shared.	Medium term	County of Frontenac	Townships' Recreation and Community/ Economic Development committees, Local and regional community organizations and service providers	Number of partnerships established
5.4.4	Work with community program and service providers to support pay-what-you-can or sliding-scale admission fees to community events.	Short term	County of Frontenac	Townships' Recreation and Community/ Economic Development committees, local community organizations and service providers	Number of events offering sliding-scale or pay-what-you-can admission
5.4.5	Ensure that recreation-oriented community consultations, as well as the analysis of their results, consider the potential needs and interests of an aging population.	Short term	Townships' Recreation and Community/ Economic Development committees	County of Frontenac	Number of recreation plans explicitly considering age-friendly issues



5.5 Respect and Social Inclusion

Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.5.1 Foster partnerships between seniors' organizations and schools in the County to develop outreach programs that bring students and older adults together during the school day, such as reading buddies, community gardening, home visiting programs or skills-sharing days.	Medium term	County of Frontenac	Local schools, seniors' organizations	Number of intergenerational programs initiated
5.5.2 Develop age-friendly business and event guidelines and make them available to local businesses and event organizers. Consider providing an Age-Friendly Business program.	Short term	County of Frontenac	Townships' Recreation and Community/ Economic Development committees, FCFDC, local businesses	Establishment of Age-Friendly Business guidelines and review program



Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.5.3 Explore ways to support community service providers and social organizations in identifying and reaching out to seniors at risk of social isolation. There may be opportunities to combine this action with initiatives under the Transportation, Social Participation and Community Supports and Health Services dimensions	Medium term	County of Frontenac	Local community service providers and social organizations	Number of new contacts with seniors initiated



5.6 Civic Participation and Employment

Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator	
5.6.1	Work with economic development organizations operating within the County to continue to support and promote businesses and services offered by self-employed residents of the County, and to seek ways to support self-employment among older adults.	Long term	County of Frontenac	Townships' Recreation and Community/ Economic Development committees, FCFDC, local businesses	Number of new home-based businesses; employment / unemployment rates among seniors
5.6.2	Work with community organizations in the County to identify and promote volunteer and civic participation opportunities suitable for older residents.	Medium term	County of Frontenac	Townships' Recreation and Community/ Economic Development committees, community organizations	Number of new members in community and service organizations



5.7 Communication and Information

Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.7.1 Explore ways to facilitate information sharing between the multiple community organizations and levels of government operating within the County, to help them redirect inquiries appropriately when needed.	Medium term	County of Frontenac	Townships' Recreation and Community/Economic Development committees, local community organizations and service providers	Number of inquiries appropriately redirected
5.7.2 Explore ways to ensure cross-posting and consistency between information provided on bulletin boards, websites, community Facebook pages, and other sources of information in the County.	Short term	County of Frontenac	Townships' Recreation and Community/Economic Development committees, community organizations, bulletin board providers	Reduction in number of postings that appear in only one location or medium

Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator	
5.7.3	Explore ways to ensure key information of interest to older adults is distributed in print to all households in the community.	Medium term	County of Frontenac	Townships' Recreation and Community/ Economic Development committees, Frontenac News	Implementation of print distribution program
5.7.4	Work with local community organizations and service providers to develop a regularly updated seniors' guide listing services, events, and resources of interest to older adults. Prioritize the provision of the guide in paper format, rather than online.	Medium term	County of Frontenac	Frontenac-Kingston Council on Aging, local service providers	Preparation and distribution of guide
5.7.5	Develop and promote Age-Friendly communication and graphic design guidelines for business owners and event organizers in the County, as a resource for those wishing to improve their communications practices for older adults.	Short term	County of Frontenac	Townships' Recreation and Community/ Economic Development committees, local businesses, community organizations	Proportion of new ads or postings that conform to the guidelines



Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.7.6 Consider establishing public Wi-Fi zones, accessible during business hours, in Township offices.	Medium term	County of Frontenac	Townships' Recreation and Community/Economic Development committees	Number of new public Wi-Fi zones established



5.8 Community Support and Health Services

Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator
5.8.1 Explore opportunities to provide seniors-oriented community health programs, such as fitness, nutrition, or fall prevention, via telemedicine, to increase the range of programs provided throughout the County.	Short term	County of Frontenac	KFL&A Public Health, SE LHIN, local health care providers	Number of new telemedicine programs offered; number of seniors accessing such programs
5.8.2 Work with local and regional health care service providers to improve access to specialists and public health services through regular community health care days or information fairs.	Medium term	County of Frontenac	KFL&A Public Health, SE LHIN, local health care providers	Number of community health care days held



Action Item	Timing/ Priority	Action Lead	Potential Partner(s)	Performance Indicator	
5.8.3	Work with local community organizations and service providers to improve communication and information sharing regarding services that are available, both between organizations and with the public. In particular, improve residents' awareness and use of existing health care services and information directories.	Short term	County of Frontenac	KFL&A Public Health, SE LHIN, local health care providers	Number of residents indicating awareness of, or use of, these directories
5.8.4	Work with local emergency managers and first response organizations to identify ways to increase older adults' awareness of potential hazards or emergency measures that may be specifically relevant to them.	Medium term	County of Frontenac Emergency Management Coordinator	County and Township emergency services	Number of policy changes or new initiatives resulting from consideration of age-friendly dimensions



6.0 Summary and Next Steps

During the development of the County of Frontenac Age-Friendly Community Action Plan, residents of the County were invited to view their community and its potential from an age-friendly perspective. Residents identified a wide range of existing age-friendly assets, but also numerous opportunities for improvement. The Age-Friendly Action Plan sets out a road map for addressing these opportunities and making the County a better place to live for residents of all ages.

For the vision articulated in the Action Plan to become a reality, the County, its member Townships, businesses, institutions, community organizations and residents must commit to seeing and addressing issues through an age-friendly lens. Everyone in the County can play a role in creating a more age-friendly community, and even small initiatives and actions can have an impact.

Everyone in the County can play a role in creating a more age-friendly community, and even small initiatives and actions can have an impact.

Having completed the Age-Friendly Community Action Plan, the County can also apply to join the World Health Organization's Global Network of Age-Friendly Cities and Communities. By becoming a member of this network, the County will be able to reach a global network of experts on aging, stay up-to-date regarding development and best practices in age-friendly community planning, and share its progress with other member communities worldwide. More information is available at <https://extranet.who.int/agefriendlyworld/membership>.

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, what would you associate with the County of Frontenac being an Age-Friendly Community?

The following graphic illustrates the responses. Larger words occurred in responses more often than smaller ones.



Draft Vision Statement

Participants development four preliminary draft vision statements based on the key words and ideas that emerged from the Visioning Exercise.

1. The County of Frontenac is an age-friendly community where local residents are encouraged and supported in order to live an active life with dignity, respect and independence.

2. The County of Frontenac leads diverse communities where people can enjoy all stages of life and actively age with dignity and independence.
3. The County of Frontenac comprises a diverse number of communities that strives to celebrate all stages of life with independence and dignity.
4. The County of Frontenac, a diverse community, is developing an age-friendly approach to that diversity.

Using the preliminary draft vision statements as a starting point for group discussion, participants developed the following draft vision statement:

The County of Frontenac supports local and inclusive communities where people can celebrate all stages of life and actively age with dignity and independence.

Participants identified several key words from the draft and final vision statement that were of particular importance:

- Community
- Dignity
- Independence
- Leads
- All stages of life
- Actively age
- Inclusive

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 goals to provide a framework for age-friendly initiatives in the County:

1. Ensure there is accessible and available health care
2. Provide safe, comfortable, affordable housing to enable aging in place
3. Maintain a high level of trust in community services and service providers (police, technicians, paramedics)
4. Improve transportation
5. Increase mobile phone service (especially in northern communities)
6. Create a central information portal
7. Ensure community involvement in age-friendly initiatives
8. Reduce social isolation
9. Increased education & awareness
10. Provide respite care & support to assist caregivers

World Town Café Exercise

Workshop participants were asked to get into 2 groups to review and discuss each of the World Health Organization's (WHO) 8 Dimensions. Participants worked complete worksheets designed by the WHO to evaluate various age-friendly criteria in the County. Groups were asked to check off whether a given criteria is currently being met. The checkmarks have been tallied in the tables below and are supplemented by notes provided by the participants.

Outdoor Spaces and Buildings

Criteria	Checkmarks	Notes
Public areas are clean and pleasant	1	<ul style="list-style-type: none">• Practical clean + pleasant – hit or miss (Marysville)
Green spaces and outdoor seating are sufficient in number, well-maintained and safe	0	<ul style="list-style-type: none">• N/A• No seating on Ferry route + not enough benches – only two in town (Marysville)
Pavements are well-maintained, free of obstructions and reserved for pedestrians	0	<ul style="list-style-type: none">• N/A• Some new sidewalks – ongoing, some progress (Marysville)
Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level	0	<ul style="list-style-type: none">• N/A• Not always
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	<ul style="list-style-type: none">• No• Not always – is improving
Drivers give way to pedestrians	1	<ul style="list-style-type: none">• N/A
Services are situated together and are accessible	0	<ul style="list-style-type: none">• No• Not completely
Special customer service arrangements are provided, such as separate queues or service counters for older people	0	<ul style="list-style-type: none">• N/A• No counters fitted



Criteria	Checkmarks	Notes
Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs and non-slip floors	0	<ul style="list-style-type: none"> • No
Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible	0	<ul style="list-style-type: none"> • No • No

Transportation

Criteria	Checkmarks	Notes
Public or community transportation costs are consistent, clearly displayed and affordable	0	<ul style="list-style-type: none"> • N/A (Marysville)
Public or community transportation is reliable and frequent, including at night and on weekends and holidays	1	<<No comments made>>
All city areas and services are accessible by public or community transport, with good connections and well-marked routes and vehicles	0	<ul style="list-style-type: none"> • In Kingston yes
Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected	1	<<No comments made>>
Specialized transportation is available for disabled	0	<ul style="list-style-type: none"> • No (Marysville)
Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off	0	<ul style="list-style-type: none"> • N/A (Marysville)



Criteria	Checkmarks	Notes
Transport stops and stations are conveniently located, accessible, safe, clean, well- lit and well-manned, with adequate seating and shelter	0	<ul style="list-style-type: none"> • N/A (Marysville)
Complete and accessible information is provided to users about routes, schedules and special needs facilities	0	<ul style="list-style-type: none"> • Kingston side mostly
A community transport service is available where public transportation is too limited	0	<ul style="list-style-type: none"> • N/A (Marysville)

Participant note: N/A to all – County supports volunteer transportation for seniors for medical purposes

Housing

Criteria	Checkmarks	Notes
Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.	1	<ul style="list-style-type: none"> • Not enough
Sufficient and affordable home maintenance and support services are available	1	<ul style="list-style-type: none"> • Not enough
Housing is well-constructed and provides safe and comfortable shelter from the weather	1	<ul style="list-style-type: none"> • Not always • Depends on household income levels
Interior spaces and level surfaces allow freedom of movement in all rooms and passageways	1	<ul style="list-style-type: none"> • Vague... public housing?
Home modification options and supplies are available and affordable, and providers understand the needs of older people.	1	<ul style="list-style-type: none"> • New company is doing this in South Frontenac



Criteria	Checkmarks	Notes
Public and commercial rental housing is clean, well-maintained and safe	0	<ul style="list-style-type: none">• No
Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally	0	<ul style="list-style-type: none">• N/A• No

Social Participation

Criteria	Checkmarks	Notes
Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport	1	<ul style="list-style-type: none">• Mostly – no public transport• Partial – no transport
Events are held at times convenient for older people	2	<ul style="list-style-type: none">• Mostly – too early not as good
Activities and events can be attended alone or with a companion	2	<<No comments made>>
Activities and attractions are affordable, with no hidden or additional participation costs	2	<<No comments made>>
Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people	1	<ul style="list-style-type: none">• Transportation options always a problem• Partial – needs work + improved communication
A wide variety of activities is offered to appeal to a diverse population of older people	1	<<No comments made>>
Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks	2	<<No comments made>>



Criteria	Checkmarks	Notes
There is consistent outreach to include people at risk of social isolation	0	<ul style="list-style-type: none"> • Not easily done • There is outreach but does not always find/attract those in social isolation

Respect and Social Inclusion

Criteria	Checkmarks	Notes
Older people are regularly consulted by public, voluntary and commercial services on how to serve them better	0	<ul style="list-style-type: none"> • Some effort made
Services and products to suit varying needs and preferences are provided by public and commercial services	1	<ul style="list-style-type: none"> • Somewhat
Service staff are courteous and helpful	0	<ul style="list-style-type: none"> • Presume • Hit + miss
Older people are visible in the media, and are depicted positively and without stereotyping	1	<ul style="list-style-type: none"> • For the most part
Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences	1	<ul style="list-style-type: none"> • Local activities only
Older people are specifically included in community activities for “families”	2	<<No comments made>>
Schools provide opportunities to learn about ageing and older people, and involve older people in school activities	1	<<No comments made>>
Older people are recognized by the community for their past as well as their present contributions	2	<<No comments made>>



Criteria	Checkmarks	Notes
Older people who are less well-off have good access to public, voluntary and private services	2	<<No comments made>>

Civic Participation and Employment

Criteria	Checkmarks	Notes
A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs	1	<ul style="list-style-type: none">• Not all the time
The qualities of older employees are well promoted	1	<<No comments made>>
A range of flexible and appropriately paid opportunities for older people to work is promoted	0	<<No comments made>>
Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees	1	<ul style="list-style-type: none">• Not!
Workplaces are adapted to meet the needs of disabled people	1	<ul style="list-style-type: none">• Getting there
Self-employment options for older people are promoted and supported	0	<ul style="list-style-type: none">• No
Training in post-retirement options is provided for older workers.	0	<ul style="list-style-type: none">• Not enough• No
Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people	1	<ul style="list-style-type: none">• Somewhat

Communication and Information

Criteria	Checkmarks	Notes
A basic, effective communication system reaches community residents of all ages	1	<ul style="list-style-type: none"> • Huge challenge – no
Regular and widespread distribution of information is assured and a coordinated, centralized access is provided	1	<ul style="list-style-type: none"> • No
Regular information and broadcasts of interest to older people are offered	1	<ul style="list-style-type: none"> • Not enough
Oral communication accessible to older people is promoted.	1	<ul style="list-style-type: none"> • Not to knowledge
People at risk of social isolation get one-to-one information from trusted individuals	0	<ul style="list-style-type: none"> • Some but not all • No
Public and commercial services provide friendly, person-to-person service on request	2	<<No comments made>>
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	1	<ul style="list-style-type: none"> • Somewhat – getting there
Print and spoken communication uses simple, familiar words in short, straightforward sentences	1	<ul style="list-style-type: none"> • yes
Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time	1	<<No comments made>>
Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering	1	<ul style="list-style-type: none"> • N/A

Criteria	Checkmarks	Notes
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	1	<ul style="list-style-type: none"> • No

Community Support and Health Services

Criteria	Checkmarks	Participant Notes
An adequate range of health and community support services is offered for promoting, maintaining and restoring health	2	<ul style="list-style-type: none"> • Coming along
Home care services include health and personal care and housekeeping	2	<ul style="list-style-type: none"> • Private & Paramedical
Health and social services are conveniently located and accessible by all means of transport	2	<ul style="list-style-type: none"> • Partial on island
Residential care facilities and designated older people's housing are located close to services and the rest of the community.	1	<ul style="list-style-type: none"> • Not everywhere
Health and community service facilities are safely constructed and fully accessible	2	<<No comments made>>
Clear and accessible information is provided about health and social services for older people.	2	<ul style="list-style-type: none"> • Trouble is disseminating
Delivery of services is coordinated and administratively simple	1	<<No comments made>>
All staff are respectful, helpful and trained to serve older people	2	<<No comments made>>



Criteria	Checkmarks	Participant Notes
Economic barriers impeding access to health and community support services are minimized	2	<<No comments made>>
Services to ensure adequate food and promote food security for all residents are available and accessible.	1	<ul style="list-style-type: none">• Coming along – more works need to be done. Community kitchen needed
Voluntary services by people of all ages are encouraged and supported	2	<<No comments made>>
There are sufficient and accessible burial sites	2	<<No comments made>>
Community emergency planning takes into account the vulnerabilities and capacities of older people	2	<<No comments made>>

Appendix B

Community Survey and Results

County of Frontenac Age Friendly Community Dimensions Community Survey

Section 1 General Information

This survey is being conducted by the County of Frontenac. The survey is gathering information on how well the County meets the needs of its residents. Your responses will be used to help develop an Age-Friendly Community Action Plan to make the County 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 Age-Friendly Community Action Plan, please contact Anne Marie Young, Manager of Economic Development, County of Frontenac, at 613-548-9400 ext. 330 or ayoung@frontenaccounty.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?

- Frontenac Islands (including Marysville)
- Battersea
- Inverary
- Sydenham
- Harrowsmith
- Verona
- Parham
- Tichborne
- Sharbot Lake
- Arden
- Plevna
- Ompah
- Other area of the County
- Outside the County
- 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

Section 2 Outdoor Spaces and Buildings

Please indicate your opinion on each of the following statements.

7. In my opinion...

	Agree	Undecided / Unsure	Disagree / Unsure
Public areas in the County are clean and pleasant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe walking in the County at night.	<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"/>
Outdoor trails/pathways are accessible and safe.	<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"/>
Sidewalks have non-slip surfaces.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalks are wide enough for wheelchairs.	<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"/>
There are enough marked pedestrian crossings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pedestrian crossings 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"/>
Drivers give way to pedestrians at intersections and pedestrian crossings.	<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"/>
Outdoor safety is promoted by police patrols and community education.	<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"/>
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"/>
Buildings have automatic doors for easy opening.	<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"/>
Public washrooms outdoors and indoors are sufficient in number, clean, well-maintained and accessible.	<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?

Section 3 Transportation

Please indicate your opinion on each of the following statements.

9. In my opinion...

	Agree	Undecided / Unsure	Disagree
Transportation costs are affordable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All areas of the County and its services are accessible by public transport.	<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"/>
Complete and accessible information is provided to users about routes, schedules and special needs facilities.	<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"/>
Roads in the County are well-maintained.	<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"/>
Traffic signs and intersections in my neighbourhood are visible and well-placed.	<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"/>
Priority parking and drop-off spots for people with special needs are available and respected in the County.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are a sufficient number of benches on County streets to sit on and take a break.	<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?

Section 4 Housing

Please indicate your opinion on each of the following statements.

11. In my opinion...

	Agree	Undecided / Unsure	Disagree
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"/>
Sufficient and affordable home maintenance and support services are available.	<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"/>
Affordable support is available to enable seniors to remain at home.	<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"/>
Public and commercial rental housing is clean, well-maintained and safe.	<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"/>

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

Section 5 Social Participation

Please indicate your opinion on each of the following statements.

13. In my opinion...

Agree Undecided Disagree
/ Unsure

Venues for events and activities are conveniently located, accessible, and well-lit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Events in the County are held at times convenient for seniors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Activities and events that are offered in the County can be attended alone or with a companion.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Activities and attractions that are offered in the County are affordable.	<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"/>
A wide variety of activities are offered in the County to appeal to a diverse population of seniors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gatherings including seniors are held in various spots within the County, such as recreation centres, schools, libraries, community centres and parks.	<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?

Section 6 Respect and Social Inclusion

Please indicate your opinion on each of the following statements.

15. In my opinion...

Agree Undecided Disagree
/ Unsure

Seniors in the County are regularly consulted by public, voluntary and commercial services on how to serve them better.	<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"/>
Seniors are specifically included in community activities for "families".	<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"/>
Seniors are recognized by the community for their past as well as their present contributions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Isolated seniors are contacted, visited or taken to activities in the County.	<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"/>
There is consistent outreach to include people at risk of social isolation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Do you feel that the community in the County of Frontenac shows adequate respect for aging citizens?

Yes
 No

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

Section 7 Civic Participation and Employment

Please indicate your opinion on each of the following statements.

18. In my opinion...

Agree Undecided Disagree
/ Unsure

A range of flexible options for older volunteers are available in the County, with training, recognition, guidance and compensation for personal costs.

The qualities of older employees are well-promoted in the County.

There are a range of paid job opportunities for older citizens in the County.

Workplaces in the County are adapted to meet the needs of disabled people.

Self-employment options for seniors are promoted and supported.

Training in post-retirement options is provided for older workers.

Decision-making bodies in public, private and voluntary sectors encourage and facilitate the membership of seniors.

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

Section 8 Communication and Information

Please indicate your opinion on each of the following statements.

20. In my opinion...

Agree Undecided Disagree
/ Unsure

The County offers a basic, effective communication system that reaches community residents of all ages.

Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.

Printed information in the County – including official forms and text on visual displays – is easy to read and understand (e.g. large print, clear language).

Public telephone answering services in the County give instructions slowly and clearly and tell callers how to repeat the message at any time.

There is wide public access to computers and the Internet, at no or minimal charge, in the County's public places (for example: government offices, community centres and libraries).

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?

Section 9 Community and Health Services

Please indicate your opinion on each of the following statements.

24. In my opinion...

	Agree	Undecided / Unsure	Disagree
An adequate range of health and community support services is offered in the County.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services in the County are situated together and are accessible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The health care services that are provided in the County meet the needs of seniors (e.g. hospital, physicians, eye care).	<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"/>
Health and social services in the County are conveniently located and accessible by all means of transport.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential care facilities and designated seniors' housing are located close to services in the County and the rest of the community.	<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"/>
Clear and accessible information is provided about health and social services for seniors.	<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"/>
Economic barriers impeding access to health and community support services are minimized.	<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"/>
Support is available to assist with travelling out of town for medical services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency planning in the County takes into account the vulnerabilities and capacities of seniors.	<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?

Section 10 Other Comments

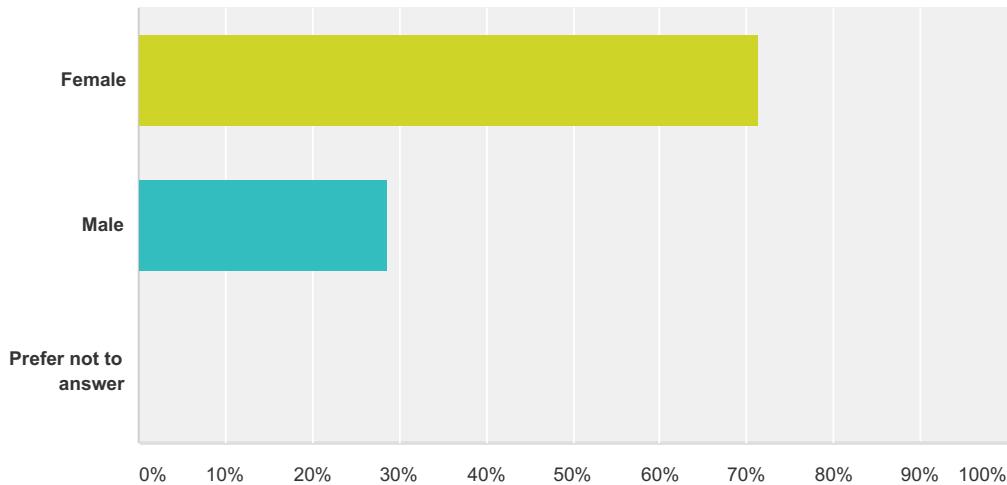
26. Do you have any other comments or suggestions about the County becoming a more age-friendly community?

Privacy Notice: Under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), personal information included in a submission to the County of Frontenac 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 County disclose the personal information.

Thank you for helping us make the County of Frontenac a more age-friendly community!

Q1 What is your gender?

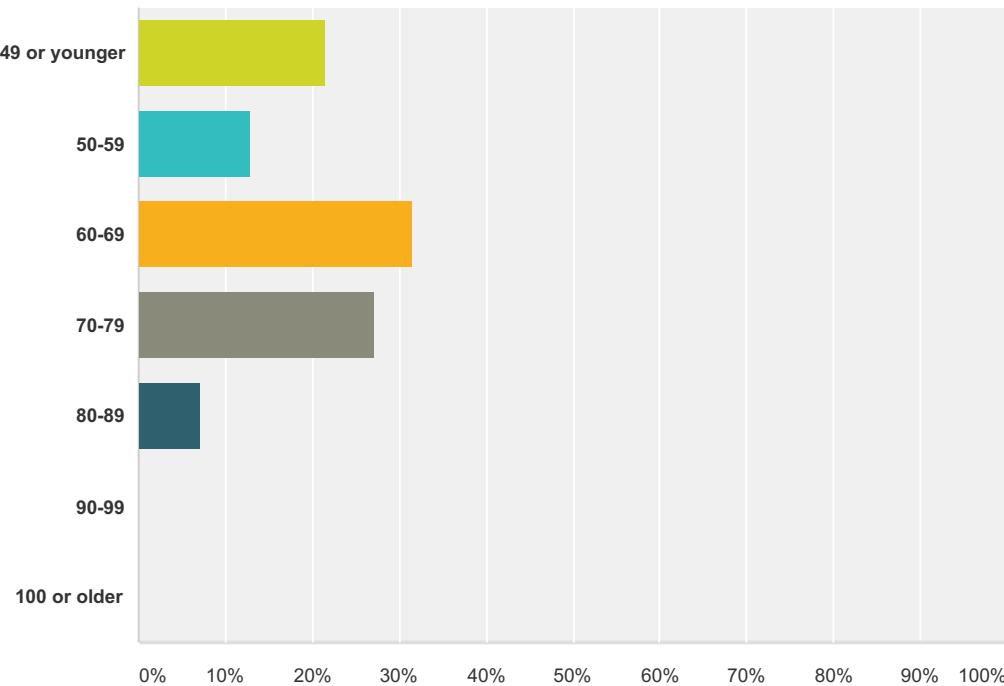
Answered: 70 Skipped: 0



Answer Choices	Responses	
Female	71.43%	50
Male	28.57%	20
Prefer not to answer	0.00%	0
Total		70

Q2 Which of the following best describes your age group?

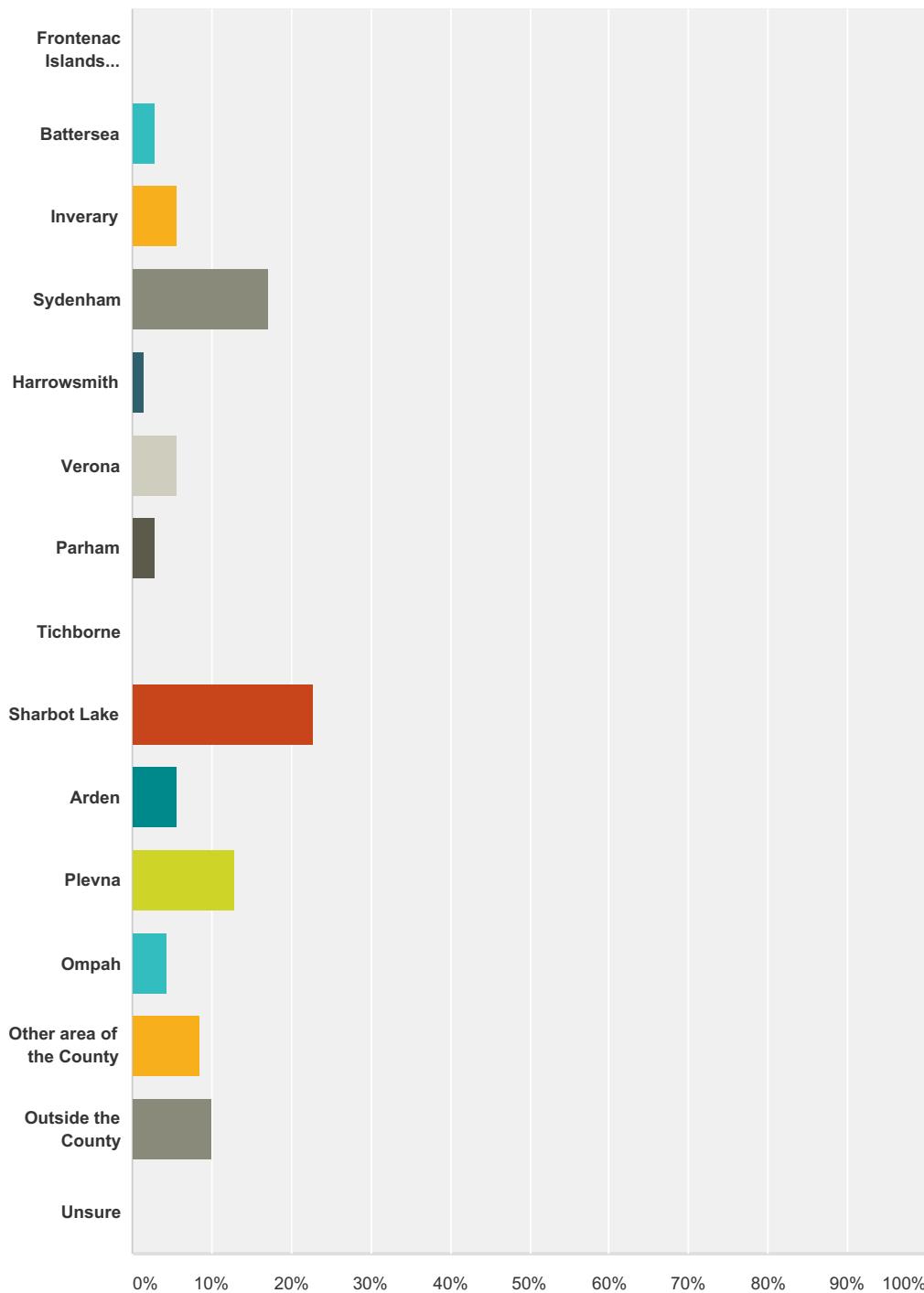
Answered: 70 Skipped: 0



Answer Choices	Responses	
49 or younger	21.43%	15
50-59	12.86%	9
60-69	31.43%	22
70-79	27.14%	19
80-89	7.14%	5
90-99	0.00%	0
100 or older	0.00%	0
Total		70

Q3 What community do you live in?

Answered: 70 Skipped: 0



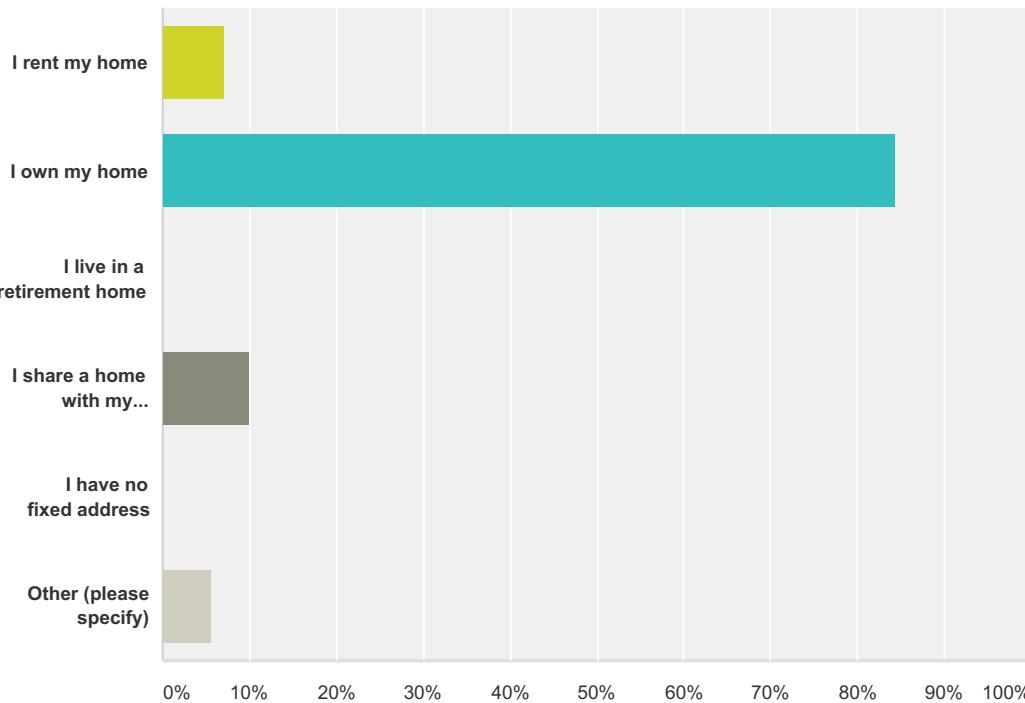
Answer Choices	Responses	
Frontenac Islands (including Marysville)	0.00%	0
Battersea	2.86%	2
Inverary	5.71%	4

County of Frontenac - Age-Friendly Community Dimensions - Community Survey

Sydenham	17.14%	12
Harrowsmith	1.43%	1
Verona	5.71%	4
Parham	2.86%	2
Tichborne	0.00%	0
Sharbot Lake	22.86%	16
Arden	5.71%	4
Plevna	12.86%	9
Ompah	4.29%	3
Other area of the County	8.57%	6
Outside the County	10.00%	7
Unsure	0.00%	0
Total		70

Q4 Please check all that describe your current housing situation:

Answered: 70 Skipped: 0

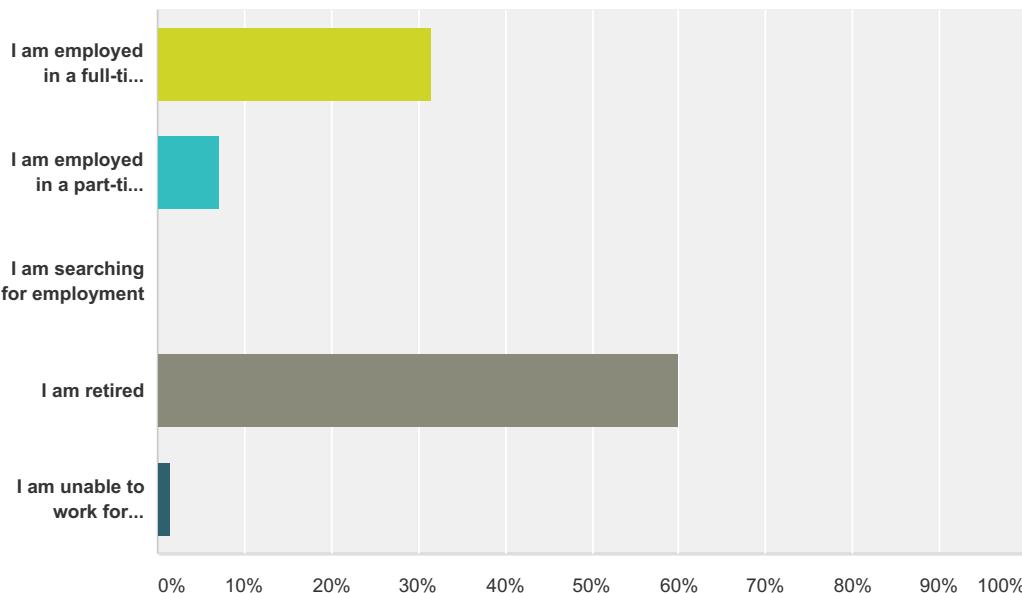


Answer Choices	Responses
I rent my home	7.14% 5
I own my home	84.29% 59
I live in a retirement home	0.00% 0
I share a home with my extended family or my friends	10.00% 7
I have no fixed address	0.00% 0
Other (please specify)	5.71% 4
Total Respondents: 70	

#	Other (please specify)	Date
1	I have a bungalow attached to my daughter/son-in-law and grandchildren (3). Wonderful arrangement.	11/22/2016 11:18 AM
2	Father lives with me/spouse	11/22/2016 11:02 AM
3	Own, operate and live at Sharbot Lake Retirement and Retreat	11/21/2016 4:10 PM
4	Hobby farm	11/21/2016 3:51 PM

Q5 What is your current employment status?

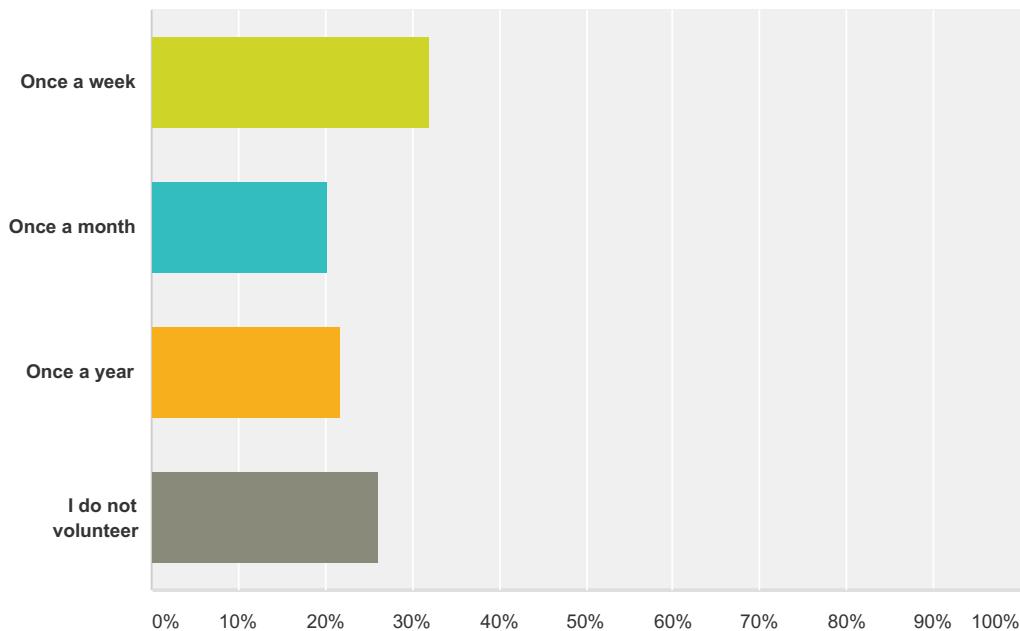
Answered: 70 Skipped: 0



Answer Choices	Responses	
I am employed in a full-time occupation	31.43%	22
I am employed in a part-time occupation	7.14%	5
I am searching for employment	0.00%	0
I am retired	60.00%	42
I am unable to work for medical reasons	1.43%	1
Total		70

Q6 How often do you generally volunteer?

Answered: 69 Skipped: 1

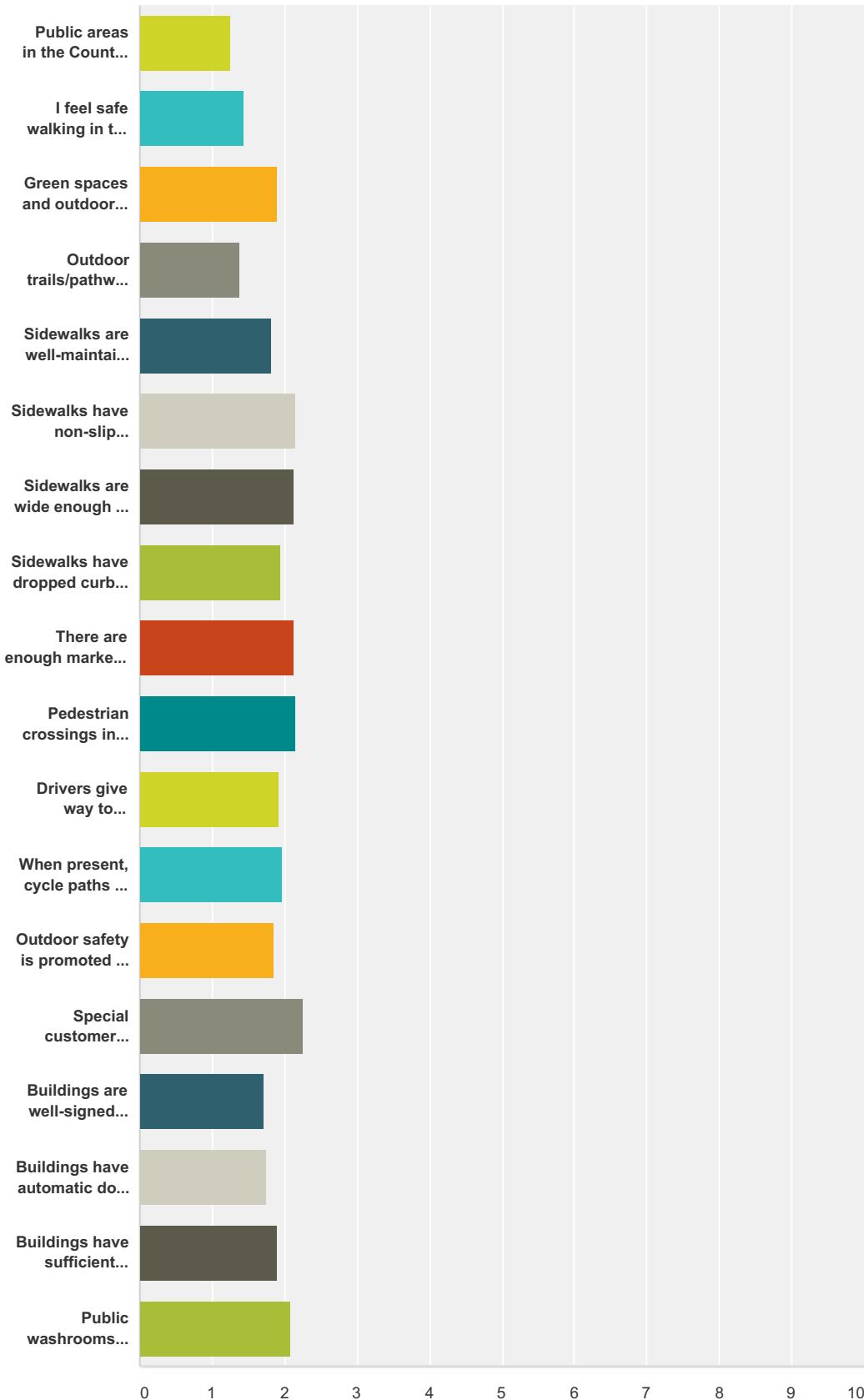


Answer Choices	Responses	
Once a week	31.88%	22
Once a month	20.29%	14
Once a year	21.74%	15
I do not volunteer	26.09%	18
Total		69

Q7 In my opinion...

Answered: 63 Skipped: 7

County of Frontenac - Age-Friendly Community Dimensions - Community Survey



County of Frontenac - Age-Friendly Community Dimensions - Community Survey

Public areas in the County are clean and pleasant.	74.19% 46	25.81% 16	0.00% 0	62	1.26
I feel safe walking in the County at night.	62.30% 38	31.15% 19	6.56% 4	61	1.44
Green spaces and outdoor seating are sufficient in number, well-maintained and safe.	35.48% 22	40.32% 25	24.19% 15	62	1.89
Outdoor trails/pathways are accessible and safe.	63.49% 40	34.92% 22	1.59% 1	63	1.38
Sidewalks are well-maintained, free of obstructions and reserved for pedestrians.	38.10% 24	42.86% 27	19.05% 12	63	1.81
Sidewalks have non-slip surfaces.	11.48% 7	60.66% 37	27.87% 17	61	2.16
Sidewalks are wide enough for wheelchairs.	13.79% 8	60.34% 35	25.86% 15	58	2.12
Sidewalks have dropped curbs to road level.	27.42% 17	51.61% 32	20.97% 13	62	1.94
There are enough marked pedestrian crossings in the County.	18.33% 11	50.00% 30	31.67% 19	60	2.13
Pedestrian crossings in the County are safe for people with different levels and types of disability (include nonslip markings, visual and audio cues and adequate crossing times).	16.39% 10	52.46% 32	31.15% 19	61	2.15
Drivers give way to pedestrians at intersections and pedestrian crossings.	38.33% 23	31.67% 19	30.00% 18	60	1.92
When present, cycle paths are separate from sidewalk.	23.73% 14	55.93% 33	20.34% 12	59	1.97
Outdoor safety is promoted by police patrols and community education.	38.33% 23	38.33% 23	23.33% 14	60	1.85
Special customer service arrangements are provided, such as separate queues or service counters for older people.	16.95% 10	40.68% 24	42.37% 25	59	2.25
Buildings are well-signed outside and inside, with appropriately-sized letters on the signs and numbers on the addresses.	47.54% 29	32.79% 20	19.67% 12	61	1.72
Buildings have automatic doors for easy opening.	44.44% 28	36.51% 23	19.05% 12	63	1.75
Buildings have sufficient seating, accessible elevators, ramps, railings and stairs, and non-slip floors.	32.20% 19	45.76% 27	22.03% 13	59	1.90
Public washrooms outdoors and indoors are sufficient in number, clean, well-maintained and accessible.	28.57% 18	34.92% 22	36.51% 23	63	2.08

Q8 Do you have any suggestions for improvement regarding outdoor spaces and buildings, either in general or in specific locations?

Answered: 26 Skipped: 44

#	Responses	Date
1	- It would be nice if the beach would enforce a non-smoking policy as other outdoor spaces have done in Kingston. It is so disappointing to see small children at the beach and adults smoking right around them. - Also, I can't attend Canada Day festivities at the beach because of smoking	11/29/2016 11:38 AM
2	More handicapped parking spaces	11/29/2016 11:17 AM
3	Based on demographics of villages with the City - the Township should be assisted with the installation of safe sidewalks so seniors can walk to get the mail, to the local shop and for daily, free exercise. Case in point - Parham - Tichborne - Sharbot Lake	11/29/2016 10:58 AM
4	- Lots of money spent on speed limit signs but many don't pay attention - not good use of \$ - people will drive to road conditions - Not good enforcement in Plevna (North Frontenac) - Ok to mark school zones but need to allow common sense	11/29/2016 10:31 AM
5	- Open washrooms in Sharbot Lake Beach during Open Season	11/29/2016 10:24 AM
6	Some areas of the county are well maintained, safe, other not so or less well maintained	11/29/2016 10:11 AM
7	More intense monitoring should be done to ensure safety to elder, especially seniors	11/29/2016 9:59 AM
8	Accessibility is beginning to be a consideration in the County. It needs to become a 'given' in every build and repair. Getting ready for seniors need to be a priority which will be helpful for the entire population	11/22/2016 1:54 PM
9	Yes - Improve the washrooms at the beach !	11/22/2016 1:48 PM
10	Elizabeth St. sidewalks in Sharbot Lake could be improved	11/22/2016 1:35 PM
11	Sharbot Lake - Sidewalks (wheelchair friendly) on all of Elizabeth Street and Garrett Street. - Improved parking, especially in area of bank, post office and grocery store	11/22/2016 1:15 PM
12	Our sidewalks in Sharbot Lake are snow covered and often inaccessible in the winter	11/22/2016 12:25 PM
13	- Making outdoor washrooms made accessible - Ensuring that busy areas with businesses, services and other infrastructure is have well maintained walkways	11/22/2016 11:42 AM
14	I do not live in County	11/22/2016 11:36 AM
15	Have washrooms available with appropriate signage. When I go to a village I do not know where washrooms are available (Unsure selection means "Where I live none of these things exist")	11/22/2016 11:21 AM
16	K+P Trail is lovely to walk on by needs seating spread out to offer a rest spot	11/22/2016 11:03 AM
17	- Have more seating down main street - More activities for seniors	11/22/2016 9:51 AM
18	Create more public spaces with lighting and seats	11/22/2016 9:20 AM
19	Rest stops along the trail would be great!	11/21/2016 4:35 PM
20	- Seating along trails - Public washroom facilities other than businesses and library - Sidewalks too narrow and traffic too close (truck mirrors a hazard)	11/21/2016 4:30 PM
21	Public washrooms are too far to walk	11/21/2016 4:25 PM
22	- More accessibility needed - Increase # of disable parking spots available	11/21/2016 4:04 PM
23	More accessible entrances, ramps, door operators, lifts and elevators	11/21/2016 3:56 PM
24	Great need for public washrooms, better street crossing safety, especially in darkness, especially crossing Rutledge Road, Road 38, etc. Fewer skidoos on sidewalks, please!	11/21/2016 2:15 PM
25	None	11/21/2016 1:46 PM

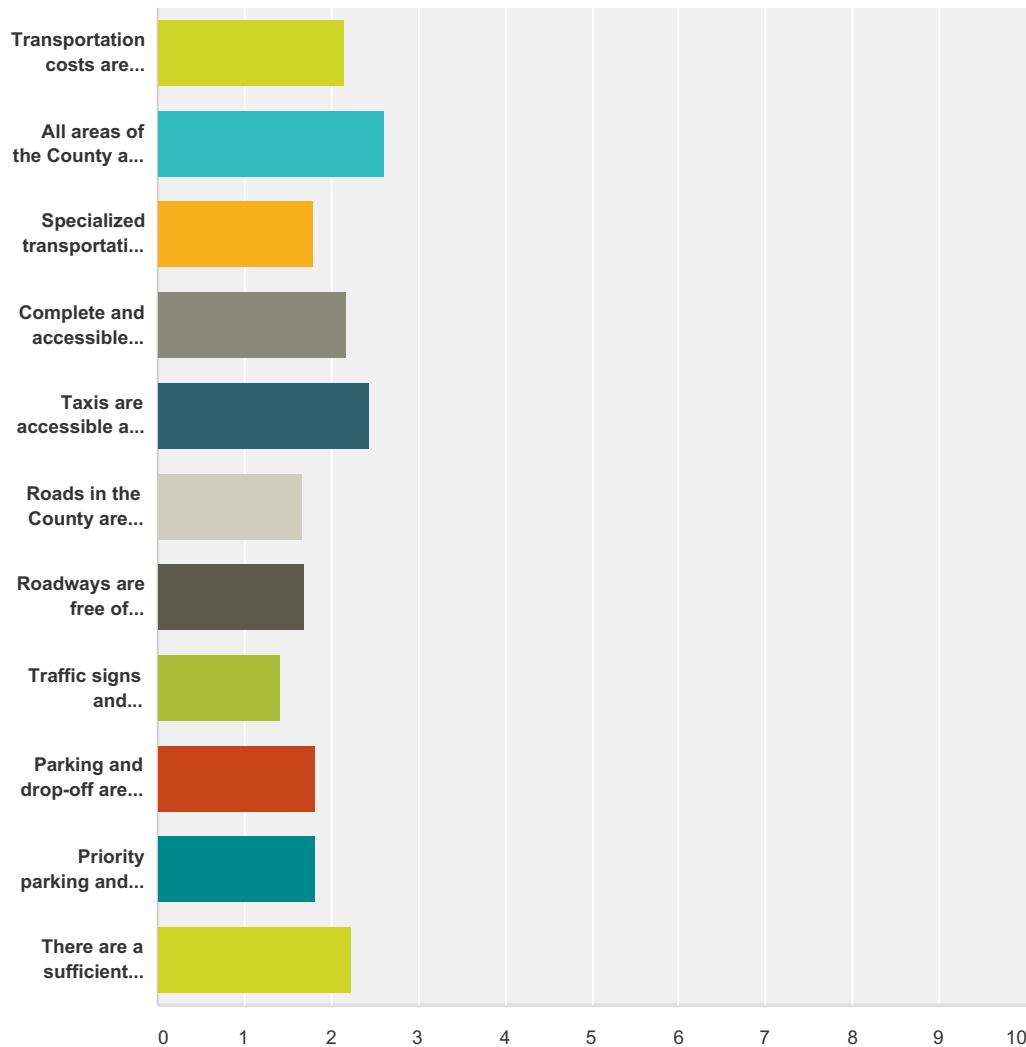
26

In Plevna there are few outdoor spaces and buildings so it's difficult for me to comment.

11/15/2016 6:14 PM

Q9 In my opinion...

Answered: 62 Skipped: 8



	Agree	Undecided / Unsure	Disagree	Total	Weighted Average
Transportation costs are affordable.	20.69% 12	43.10% 25	36.21% 21	58	2.16
All areas of the County and its services are accessible by public transport.	6.67% 4	26.67% 16	66.67% 40	60	2.60
Specialized transportation is available for disabled people.	35.00% 21	50.00% 30	15.00% 9	60	1.80
Complete and accessible information is provided to users about routes, schedules and special needs facilities.	8.20% 5	65.57% 40	26.23% 16	61	2.18
Taxis are accessible and affordable, and drivers are courteous and helpful.	5.17% 3	44.83% 26	50.00% 29	58	2.45
Roads in the County are well-maintained.	56.45% 35	19.35% 12	24.19% 15	62	1.68

County of Frontenac - Age-Friendly Community Dimensions - Community Survey

Roadways are free of obstructions that block drivers' vision.	54.10% 33	22.95% 14	22.95% 14	61	1.69
Traffic signs and intersections in my neighbourhood are visible and well-placed.	68.85% 42	21.31% 13	9.84% 6	61	1.41
Parking and drop-off areas are safe, sufficient in number and conveniently located.	40.00% 24	38.33% 23	21.67% 13	60	1.82
Priority parking and drop-off spots for people with special needs are available and respected in the County.	38.71% 24	40.32% 25	20.97% 13	62	1.82
There are a sufficient number of benches on County streets to sit on and take a break.	20.00% 12	36.67% 22	43.33% 26	60	2.23

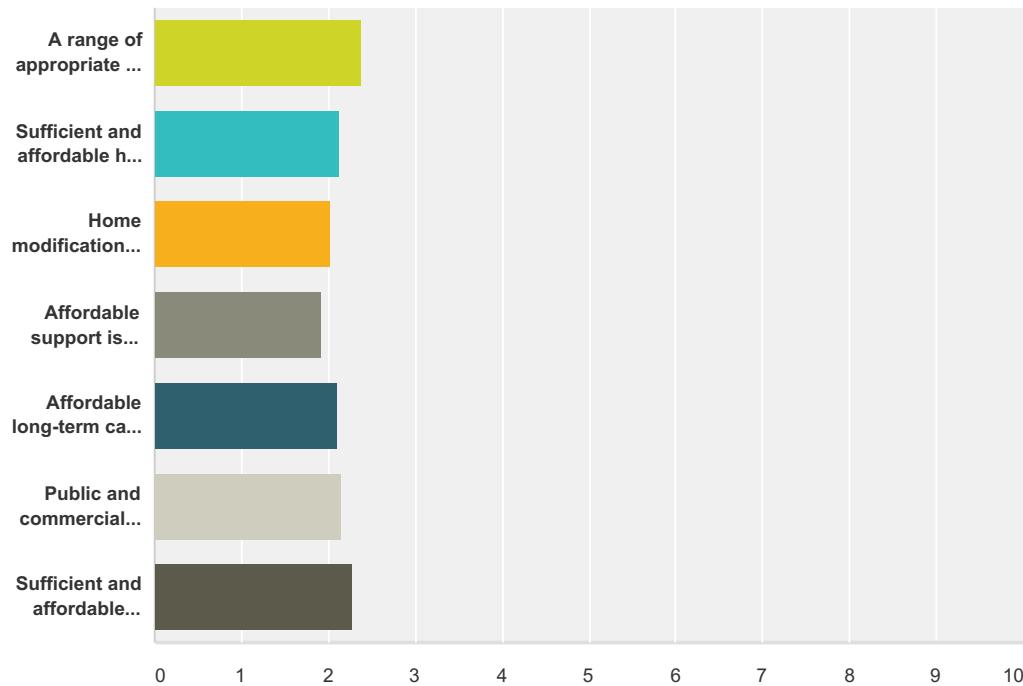
Q10 Do you have any suggestions for improvement regarding transportation, either in general or in specific locations?

Answered: 22 Skipped: 48

#	Responses	Date
1	No	11/29/2016 11:38 AM
2	- Develop transportation major city (Kingston) that is reliable and affordable and regular - Require stores etc to provide 2 or more handicapped parking space and police them	11/29/2016 11:18 AM
3	Walking villages should exist in every township - all villages should be walking villages!	11/29/2016 10:58 AM
4	- Lots of \$ in gas tax that goes into Dark Sky and not back into roads - Roads better in North Frontenac that in Central/South but still room for improvement - 60 ft right of way but only 30 ft cleared	11/29/2016 10:33 AM
5	More community drivers that get PAID	11/29/2016 10:25 AM
6	Although we have transportation from Rural Routes, other means of transportation in the northern part of the County are missing	11/29/2016 10:15 AM
7	We need a county master plan for transportation	11/22/2016 2:22 PM
8	Central Frontenac Roads could be better maintained	11/22/2016 1:35 PM
9	We do not have public transportation in Sharbot Lake	11/22/2016 12:26 PM
10	There are very few transportation options in rural areas. The only one I'm aware of it is Frontenac Transportation. Having more affordable transportation would help promote social engagement and combat isolation	11/22/2016 11:43 AM
11	Disability transportation is not available for appointments. Washrooms are difficult to find.	11/22/2016 11:22 AM
12	Shuttle run - bus twice weekly to city	11/22/2016 11:04 AM
13	Bus to Kingston twice weekly	11/22/2016 9:51 AM
14	More visible handicap parking	11/21/2016 4:36 PM
15	- Need public (or private) transportation at least along Highway 38, Sydenham Road & Division	11/21/2016 4:30 PM
16	- Specialized transportation is expensive does not include access bus. Not affordable. - Get the access bus out here. Local taxi service with a flat fee of 20.00 to the City.	11/21/2016 4:26 PM
17	More accessible transportation, public or private	11/21/2016 3:57 PM
18	Need a bus service, at least once a week, down 38, over to Sydenham, in to Kingston	11/21/2016 2:21 PM
19	As the population ages, there should be an increase in the number of parking space that are reserved for those with permits to use those parking spaces.	11/21/2016 1:57 PM
20	none	11/21/2016 1:46 PM
21	Nice to see a disability parking spot in front of drug store. I am not disabled, however, can appreciate this for those who are	11/21/2016 1:34 PM
22	There is none where I live.	11/15/2016 6:16 PM

Q11 In my opinion...

Answered: 62 Skipped: 8



	Agree	Undecided / Unsure	Disagree	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.	11.67% 7	40.00% 24	48.33% 29	60	2.37
Sufficient and affordable home maintenance and support services are available.	18.33% 11	51.67% 31	30.00% 18	60	2.12
Home modification options and supplies are available and affordable, and providers understand the needs of seniors.	19.35% 12	59.68% 37	20.97% 13	62	2.02
Affordable support is available to enable seniors to remain at home.	27.59% 16	51.72% 30	20.69% 12	58	1.93
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.	25.81% 16	38.71% 24	35.48% 22	62	2.10
Public and commercial rental housing is clean, well-maintained and safe.	6.56% 4	72.13% 44	21.31% 13	61	2.15
Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.	11.29% 7	50.00% 31	38.71% 24	62	2.27

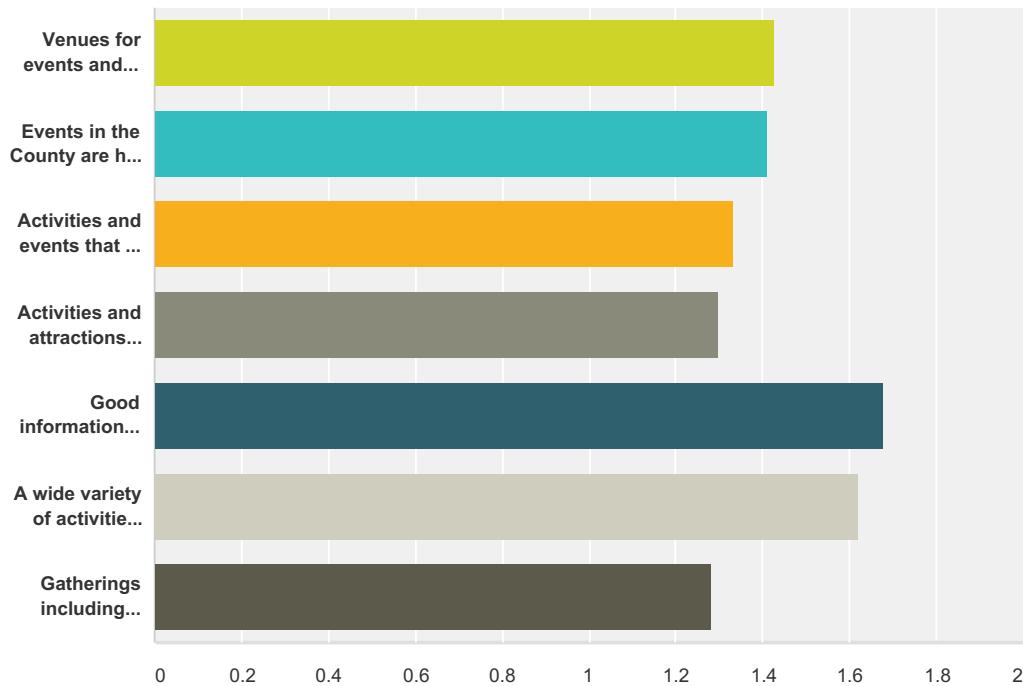
Q12 Do you have any suggestions for improvement regarding housing, either in general or in specific locations?

Answered: 20 Skipped: 50

#	Responses	Date
1	no	11/29/2016 11:39 AM
2	- Move co-ops for seniors on sliding scale for rent	11/29/2016 11:19 AM
3	County should implement affordable senior living at both retirement and Long Term Care levels, never more than 15 min from the villages of the County. Who, after living 80 years in Arden, wants to move to Kingston?! And go into a come (retirement or LTC) to boot! Not likely.	11/29/2016 11:00 AM
4	- We badly need something at \$500 or less rent (many only have \$1000/month) - Not too large so can be heated in winter - toilet/sink, cot, microwave, table - Lots of support services there but many not be affordable - Grocery store in area replaced mom+pop store but has failed several times and is struggling (high taxes, rent, heat costs) - imbalance between toiletries budget and other costs of home	11/29/2016 10:37 AM
5	Housing rent too expensive for Seniors	11/29/2016 10:25 AM
6	Safe, affordable housing for services is not readily available in the northern/central part of the County. We are off the "radar" as far as housing is concerned. The same goes for retirement/nursing homes - the (Fairmont) County home is not available for us in Central/Northern Frontenac - usually used by Kingston and South Frontenac people	11/29/2016 10:18 AM
7	Although there is housing available it does not ensure that it is as affordable as it should be. Support to keep individuals in their home is improving but still is not enough	11/29/2016 10:00 AM
8	Affordable housing is not available in this community for seniors and those with disabilities	11/22/2016 2:23 PM
9	We need more of any or all types of senior living - from retirement to LTC. Too many people need to leave the community they have always lived in.	11/22/2016 1:16 PM
10	We lack senior housing	11/22/2016 12:26 PM
11	Not well informed what is available in Frontenac. I would guess that not enough is available for students, singles and seniors!!! at a reasonable cost.	11/22/2016 11:23 AM
12	Verona needs a seniors assisted living facility	11/22/2016 11:04 AM
13	Build seniors housing	11/22/2016 9:52 AM
14	A public listing of available rentals would be helpful.	11/21/2016 4:36 PM
15	- Some great public and private housing but is it enough?	11/21/2016 4:31 PM
16	- Need more housing - No housing for young families to rent - Too long wait lists for housing	11/21/2016 4:26 PM
17	- More affordable/accessible housing - More promotion of available options to keep seniors at their own home	11/21/2016 3:57 PM
18	- Need long-term care in more of the local villages - More affordable, accessible housing!	11/21/2016 2:22 PM
19	As the population ages, more appropriate and affordable housing of all types should be built or older buildings (like unused schools and churches) should be renovated to accommodate seniors who are forced to move out of their larger homes.	11/21/2016 1:58 PM
20	none	11/21/2016 1:46 PM

Q13 In my opinion...

Answered: 61 Skipped: 9



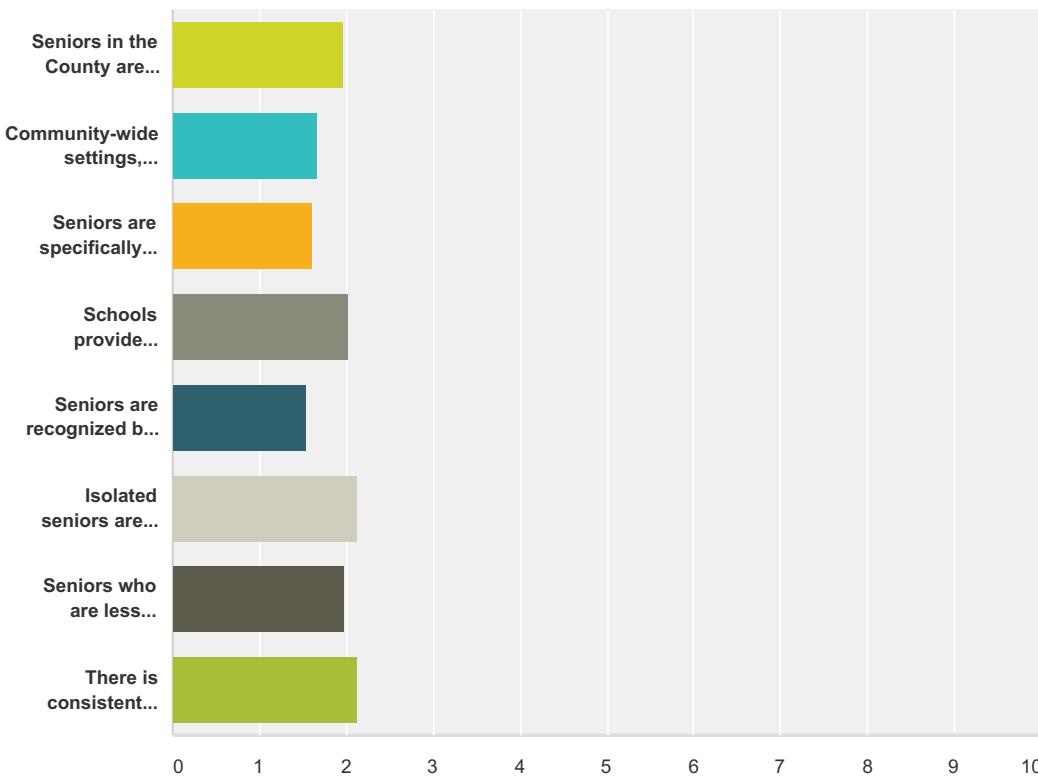
Q14 Do you have any suggestions for improvement regarding social participation, either in general or in specific locations?

Answered: 11 Skipped: 59

#	Responses	Date
1	When was the last County run seniors event in Parham? Arden? Mountain Grove? Godfrey? Sydenham and Verona are not the only population cores. The 38 corridor is under serviced.	11/29/2016 11:01 AM
2	- Dinners more than \$10 not affordable - Not all info is available - not everyone has internet access - needs to be in paper	11/29/2016 10:37 AM
3	Indoor swimming pool at Highschool	11/29/2016 10:26 AM
4	If the activities are available, it is not often easy for those who do not drive to attend	11/29/2016 10:01 AM
5	Yes! Well done!	11/22/2016 1:50 PM
6	The Sharbot Lake area is very well resourced in this regard.	11/22/2016 11:43 AM
7	- Events is the County for seniors should be held in the day time - The few events I have attended have been in facilities appropriately supplied with washrooms and accessible.	11/22/2016 11:24 AM
8	- Have more wellness clinics - They should attend all rural events	11/22/2016 9:53 AM
9	South Frontenac Community Services when contacted by phone to get information about this SALT expo knew nothing about it. The reception knew nothing and passed to another staff who knew nothing. Need better communication.	11/21/2016 4:26 PM
10	none	11/21/2016 1:46 PM
11	I'd like to have workout classes available in Plevna.	11/15/2016 6:18 PM

Q15 In my opinion...

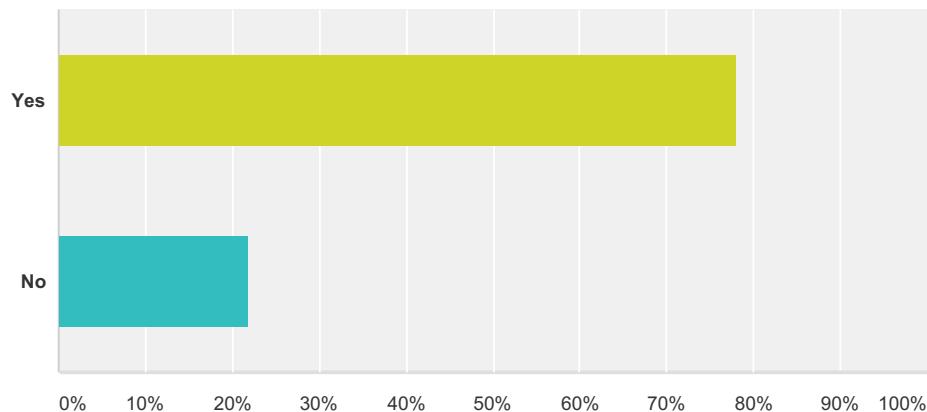
Answered: 60 Skipped: 10



	Agree	Undecided / Unsure	Disagree	Total	Weighted Average
Seniors in the County are regularly consulted by public, voluntary and commercial services on how to serve them better.	26.67% 16	50.00% 30	23.33% 14	60	1.97
Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.	38.33% 23	55.00% 33	6.67% 4	60	1.68
Seniors are specifically included in community activities for "families".	48.28% 28	43.10% 25	8.62% 5	58	1.60
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).	18.33% 11	60.00% 36	21.67% 13	60	2.03
Seniors are recognized by the community for their past as well as their present contributions.	53.33% 32	38.33% 23	8.33% 5	60	1.55
Isolated seniors are contacted, visited or taken to activities in the County.	8.33% 5	71.67% 43	20.00% 12	60	2.12
Seniors who are less well-off have good access to public, voluntary and private services.	21.67% 13	58.33% 35	20.00% 12	60	1.98
There is consistent outreach to include people at risk of social isolation.	13.56% 8	61.02% 36	25.42% 15	59	2.12

Q16 Do you feel that the community in the County of Frontenac shows adequate respect for aging citizens?

Answered: 50 Skipped: 20



Answer Choices	Responses	
Yes	78.00%	39
No	22.00%	11
Total		50

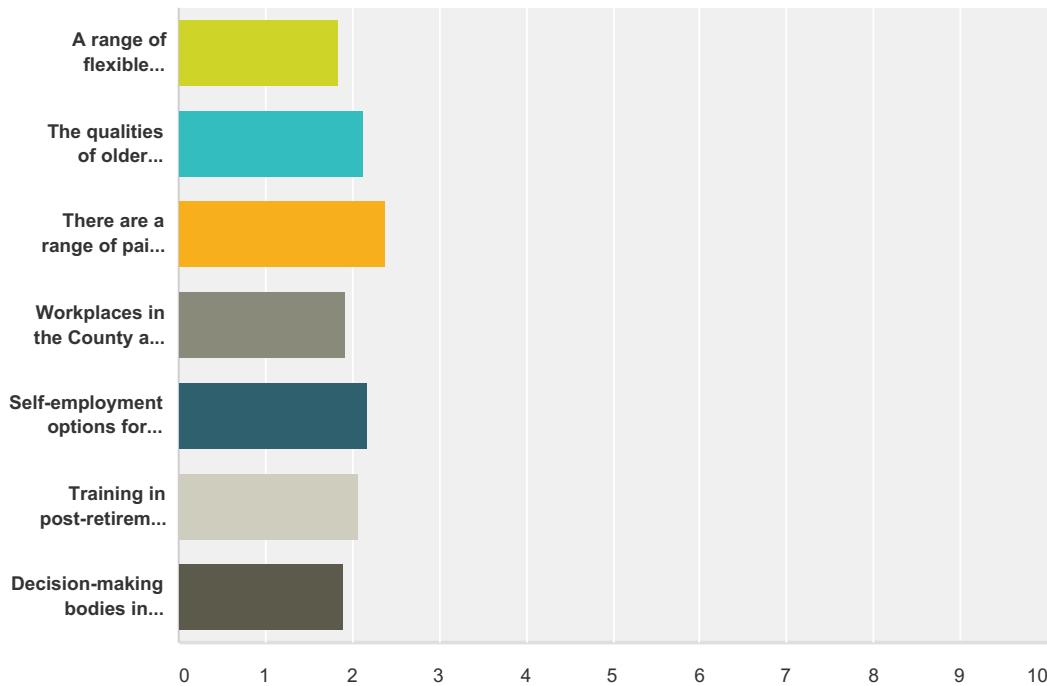
Q17 Do you have any suggestions for improvement regarding respect and social inclusion, either general or specific?

Answered: 17 Skipped: 53

#	Responses	Date
1	Answer to 16. was "Possibly"	11/29/2016 11:21 AM
2	- Free transportation to all County events (Cox bus lines of adaptive vehicles) with pick-up ports at all villages - Daily trip to KGH/HDH funded by the County	11/29/2016 11:03 AM
3	- Losing young people because no work to keep them in the area - Not a need to recognize people as much as we do - Outreach improving - eventually first responders will make a big difference - Fire department branch first of scene and CPR trained - moving towards having paramedics visit older people	11/29/2016 10:39 AM
4	No	11/29/2016 10:26 AM
5	Central Frontenac - Northern Frontenac - Community Services, provides great programs for Seniors	11/29/2016 10:19 AM
6	- Respect yes, but planning and accommodation no - Have seniors programs and dinner, but they are not multi-generational	11/22/2016 2:25 PM
7	I think Fron. Cty. does an excellent job!	11/22/2016 1:50 PM
8	Isolation is a problem, particularly as it relates to transportation	11/22/2016 11:44 AM
9	Need to know/promote services available outside the County especially if not available in the County	11/22/2016 11:37 AM
10	- Never heard of any school opportunities to learn about ageing and older people, and involving seniors in school activities - Today is a good day - event for seniors!	11/22/2016 11:26 AM
11	An access phone # that they can call and County will make sure they get to events, or are informed of events	11/22/2016 11:05 AM
12	More events for seniors in Verona and Harrowsmith	11/22/2016 9:54 AM
13	- There is no outreach - Go door to door - People with mobility and medical conditions don't venture out much - Nothing for kids or teens	11/21/2016 4:26 PM
14	All communities can improve all around	11/21/2016 4:05 PM
15	Communication is an ongoing problem - Frontenac News (out of Sharbot Lake) is a good source - but is not regularly available in Storington	11/21/2016 2:24 PM
16	none	11/21/2016 1:47 PM
17	I help out with the Grace Food Bank Garden and so am aware that the challenge North students have the opportunity to work with the seniors. Interestingly they all vie for the opportunity to work with the seniors. I feel all children in the school system should have the opportunity to connect with seniors and benefit from their knowledge and experience.	11/21/2016 1:40 PM

Q18 In my opinion...

Answered: 61 Skipped: 9



	Agree	Undecided / Unsure	Disagree	Total	Weighted Average
A range of flexible options for older volunteers are available in the County, with training, recognition, guidance and compensation for personal costs.	30.00% 18	56.67% 34	13.33% 8	60	1.83
The qualities of older employees are well-promoted in the County.	18.33% 11	51.67% 31	30.00% 18	60	2.12
There are a range of paid job opportunities for older citizens in the County.	3.33% 2	56.67% 34	40.00% 24	60	2.37
Workplaces in the County are adapted to meet the needs of disabled people.	19.67% 12	67.21% 41	13.11% 8	61	1.93
Self-employment options for seniors are promoted and supported.	8.33% 5	66.67% 40	25.00% 15	60	2.17
Training in post-retirement options is provided for older workers.	18.03% 11	57.38% 35	24.59% 15	61	2.07
Decision-making bodies in public, private and voluntary sectors encourage and facilitate the membership of seniors.	27.87% 17	55.74% 34	16.39% 10	61	1.89

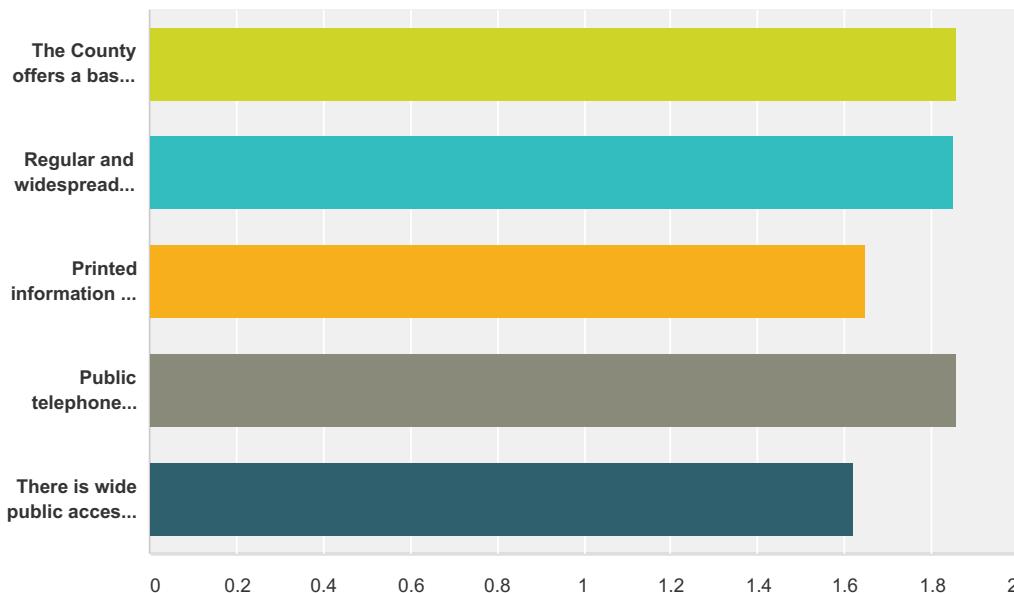
Q19 Do you have any suggestions for improvement regarding civic participation and employment, either general or specific?

Answered: 8 Skipped: 62

#	Responses	Date
1	- Long-term jobs fallen off, so people wither need to retrain or can't work - No shortage of work, but what is there doesn't pay enough to cover costs	11/29/2016 10:40 AM
2	Education regarding the knowledge skills and need to participate will help more senior participation	11/29/2016 10:02 AM
3	Again, it should be a featured part of an overall seniors master plan	11/22/2016 2:26 PM
4	There is a lot of opportunity for community involvement. I think increasing accessibility of environment would promote involvement even more	11/22/2016 11:48 AM
5	?	11/22/2016 11:35 AM
6	First of all there has to be appropriate communication publishing information to provide awareness	11/22/2016 11:26 AM
7	There are no jobs in this small community	11/21/2016 4:26 PM
8	None	11/21/2016 1:47 PM

Q20 In my opinion...

Answered: 60 Skipped: 10



	Agree	Undecided / Unsure	Disagree	Total	Weighted Average
The County offers a basic, effective communication system that reaches community residents of all ages.	37.29% 22	38.98% 23	23.73% 14	59	1.86
Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.	33.90% 20	47.46% 28	18.64% 11	59	1.85
Printed information in the County – including official forms and text on visual displays – is easy to read and understand (e.g. large print, clear language).	43.86% 25	47.37% 27	8.77% 5	57	1.65
Public telephone answering services in the County give instructions slowly and clearly and tell callers how to repeat the message at any time.	28.81% 17	55.93% 33	15.25% 9	59	1.86
There is wide public access to computers and the Internet, at no or minimal charge, in the County's public places (for example: government offices, community centres and libraries).	48.33% 29	41.67% 25	10.00% 6	60	1.62

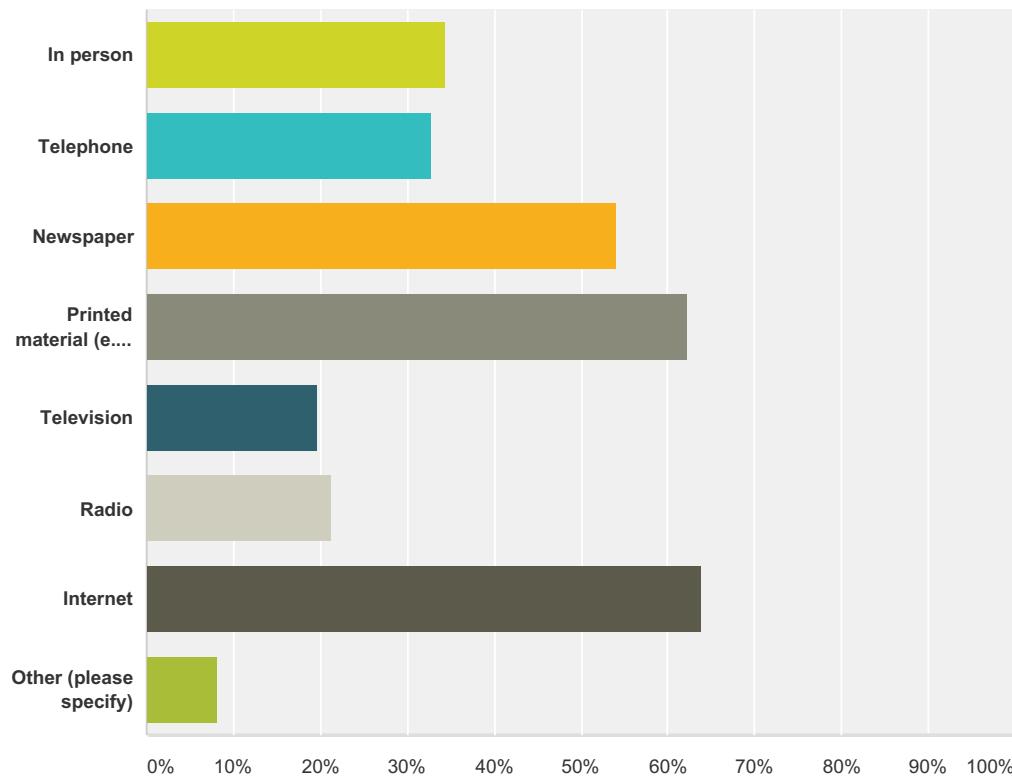
Q21 Do you have any suggestions for improvement regarding communication and information, either general or specific?

Answered: 11 Skipped: 59

#	Responses	Date
1	Computer access? In Godfrey? In Parham - only 6 hrs/wk at Library; ditto in Sharbot Lake (unless you count the St Lawrence College office in Sharbot Lake). Only Library access to computers at Mountain Grove and Arden. North in Tichborne. What about Battersea? Elginburg?	11/29/2016 11:05 AM
2	- Many seniors don't have internet access (knowledge and cost) - depend of newspaper for info. - FD communication budget (\$3M) is more than what is lost in fines - doesn't make sense - Info likely available at Township office - shouldn't do more communications because costs will go up - Sit on hold for too long when calling Hydro	11/29/2016 10:43 AM
3	Better computers; WIFI accessibility	11/29/2016 10:23 AM
4	In smaller rural areas those who may need this communication info are hampered because there is no way for them to get there.	11/29/2016 10:03 AM
5	The local newspaper does an excellent job	11/22/2016 1:51 PM
6	Many people had to idea that out of County services were available in the County. Staff need to be knowledgeable and pro-active in ensuring the residents have need met even if it is an "outside of the County" service	11/22/2016 11:38 AM
7	?	11/22/2016 11:35 AM
8	- I look at the Grace Community Centre website all the time - congratulation. - I do not get a lot of info or guidance from South Frontenac website	11/22/2016 11:28 AM
9	- Computer café, and lessons (free) - Information phone # for all seniors events	11/22/2016 11:07 AM
10	Need public phones again. Most seniors don't have cell phones. Phone booths gone. Need access to phones in buildings.	11/21/2016 4:26 PM
11	None	11/21/2016 1:49 PM

Q22 How do you prefer to obtain information? Check all that apply.

Answered: 61 Skipped: 9



Answer Choices	Responses
In person	34.43% 21
Telephone	32.79% 20
Newspaper	54.10% 33
Printed material (e.g., bulletins, flyers)	62.30% 38
Television	19.67% 12
Radio	21.31% 13
Internet	63.93% 39
Other (please specify)	8.20% 5
Total Respondents: 61	

#	Other (please specify)	Date
1	Word of mouth	11/29/2016 10:43 AM
2	Email	11/22/2016 11:07 AM
3	Flyer	11/21/2016 4:32 PM
4	Door to door	11/21/2016 4:26 PM

Q23 If you use the Internet, what Internet sites do you frequently visit to obtain information about local news, events, medical and other services?

Answered: 35 Skipped: 35

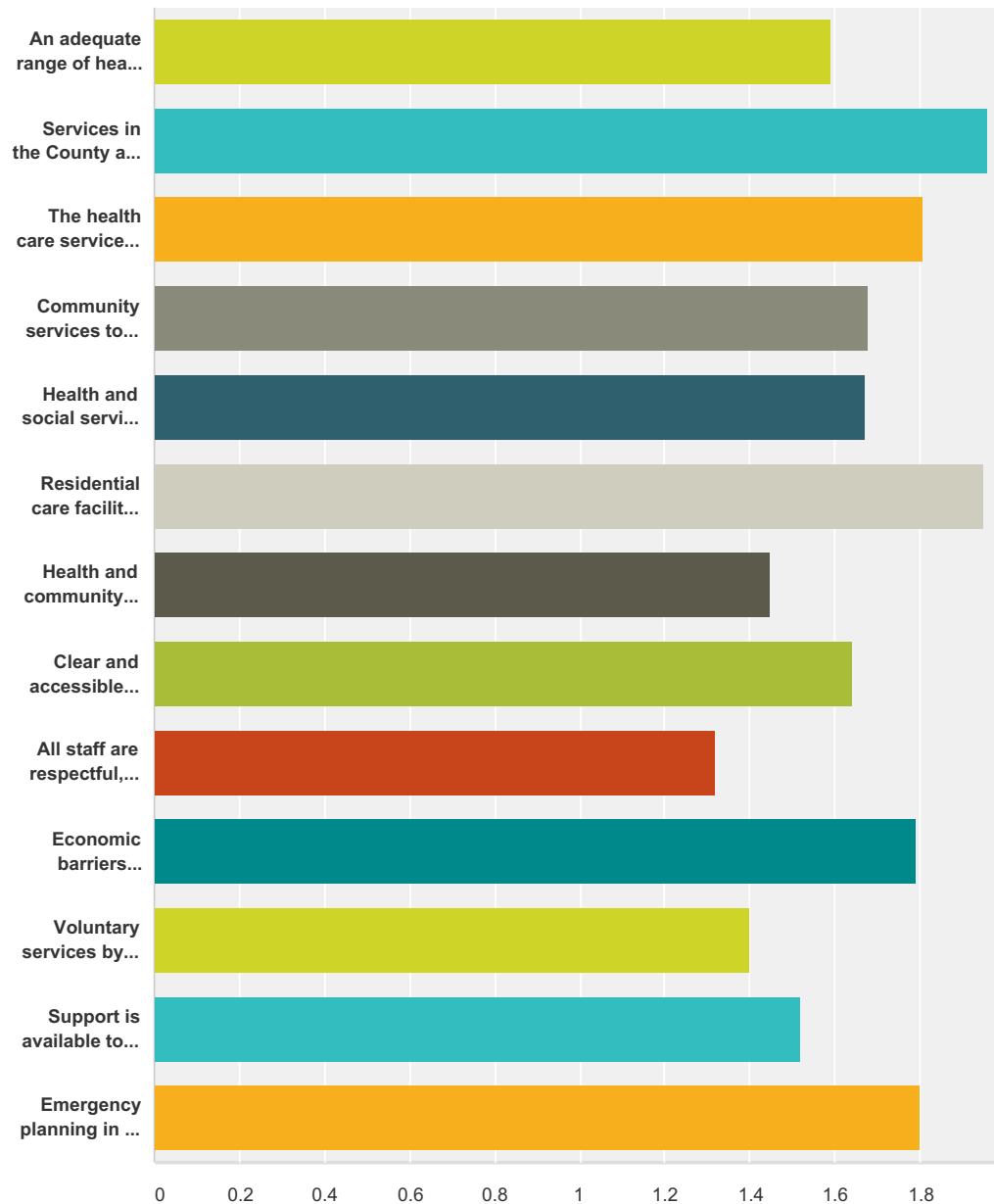
#	Responses	Date
1	CKWS CTV CNN Front News (All on Facebook)	11/29/2016 11:48 AM
2	- Facebook - Twitter	11/29/2016 11:42 AM
3	- Sharbot Lake Family Health team - What's Happening Central Frontenac - Sharbot Lake Property Owners Assoc. - Township of Central Frontenac	11/29/2016 11:40 AM
4	- Whig standard site - Facebook - What's happening SF, CF,NF, etc	11/29/2016 11:05 AM
5	Google.com CTV.ca CNN.com	11/29/2016 10:48 AM
6	- As much bad as good online - too many laws that might help one person but harm someone else - Concern about online voting - Security and people knowing how you voted - Won't vote online	11/29/2016 10:43 AM
7	No	11/29/2016 10:26 AM
8	Local Library	11/29/2016 10:23 AM
9	Township website, newspaper, web pages	11/29/2016 10:03 AM
10	County and township websites - google - local Verona site	11/22/2016 2:28 PM
11	I don't	11/22/2016 1:51 PM
12	MSN Google	11/22/2016 1:33 PM
13	- Local news - Facebook	11/22/2016 1:12 PM
14	- Cbc.ca - Township website -NFCS website	11/22/2016 11:49 AM
15	South Frontenac Twp. Grace Community Centre	11/22/2016 11:28 AM
16	Napanee Weekly event e-mail	11/22/2016 11:15 AM
17	Google/ V.C.A site	11/22/2016 11:07 AM
18	yes	11/22/2016 9:54 AM
19	South Frontenac website	11/22/2016 9:45 AM
20	Whig Standard South Frontenac Calling (?) an agency	11/22/2016 9:36 AM
21	Google	11/22/2016 9:09 AM
22	- Kingston Station 4 - CKWS - Frontenac News - Facebook	11/21/2016 4:37 PM
23	Don't know any except Google	11/21/2016 4:32 PM
24	Google.com	11/21/2016 4:26 PM
25	CTV, local news, local newspapers	11/21/2016 4:06 PM
26	South Frontenac Township website	11/21/2016 3:58 PM
27	Breaking News	11/21/2016 3:53 PM
28	Township, County website Frontenac News website	11/21/2016 2:24 PM
29	Google	11/21/2016 2:09 PM
30	- Community's Facebook messages - Emails from community administration - Community's website	11/21/2016 1:59 PM
31	Google, etc.	11/21/2016 1:49 PM

County of Frontenac - Age-Friendly Community Dimensions - Community Survey

32	South Frontenac Community and Social Services South Frontenac Township and municipal website	11/21/2016 1:41 PM
33	Facebook	11/16/2016 7:08 PM
34	North Frontenac township.	11/15/2016 6:21 PM
35	Ssee comments st end of survey.	11/15/2016 12:32 PM

Q24 In my opinion...

Answered: 59 Skipped: 11



	Agree	Undecided / Unsure	Disagree	Total	Weighted Average
An adequate range of health and community support services is offered in the County.	53.45% 31	34.48% 20	12.07% 7	58	1.59
Services in the County are situated together and are accessible.	25.00% 14	53.57% 30	21.43% 12	56	1.96
The health care services that are provided in the County meet the needs of seniors (e.g. hospital, physicians, eye care).	44.83% 26	29.31% 17	25.86% 15	58	1.81
Community services to ensure adequate food and promote food security for all residents are available and accessible.	44.07% 26	44.07% 26	11.86% 7	59	1.68

County of Frontenac - Age-Friendly Community Dimensions - Community Survey

Health and social services in the County are conveniently located and accessible by all means of transport.	48.28% 28	36.21% 21	15.52% 9	58	1.67
Residential care facilities and designated seniors' housing are located close to services in the County and the rest of the community.	29.82% 17	45.61% 26	24.56% 14	57	1.95
Health and community service facilities are safely constructed and fully accessible.	56.90% 33	41.38% 24	1.72% 1	58	1.45
Clear and accessible information is provided about health and social services for seniors.	44.83% 26	46.55% 27	8.62% 5	58	1.64
All staff are respectful, helpful and trained to serve seniors.	70.18% 40	28.07% 16	1.75% 1	57	1.32
Economic barriers impeding access to health and community support services are minimized.	35.71% 20	50.00% 28	14.29% 8	56	1.79
Voluntary services by people of all ages are encouraged and supported.	60.00% 33	40.00% 22	0.00% 0	55	1.40
Support is available to assist with travelling out of town for medical services.	51.72% 30	44.83% 26	3.45% 2	58	1.52
Emergency planning in the County takes into account the vulnerabilities and capacities of seniors.	24.07% 13	72.22% 39	3.70% 2	54	1.80

Q25 Do you have any suggestions for improvement regarding community and health services, either general or specific?

Answered: 11 Skipped: 59

#	Responses	Date
1	- Mowheels only available 2 days a week in Central Frontenac? What? Insufficient. - Frozen Meals to go? Fresh produce delivery in winter? Come on - our seniors deserve better. - McMullen Maner residents were rescued by local churches during an emergency a few years ago - has any changes happened since then?	11/29/2016 11:09 AM
2	- Have Fairmont Home subsidized but County will not subsidize Northbrook - should do so - Demand for food services increasing faster than availability	11/29/2016 10:45 AM
3	More fresh vegetables at Food Bank here	11/29/2016 10:27 AM
4	The County needs to be more involved in this respect of our rural lives	11/22/2016 2:29 PM
5	Previous comments apply to this as well	11/22/2016 11:38 AM
6	?	11/22/2016 11:35 AM
7	Have never received services from South Frontenac	11/22/2016 11:28 AM
8	A website designed for community health services	11/22/2016 11:08 AM
9	- Some staff are not warm and inviting - Support for travelling out of town for medical services is too expensive - Volunteer firefighters going door to door and supplying and installing smoke and carbon monoxide detectors for families and seniors	11/21/2016 4:27 PM
10	Would be a bad idea for services in County to be all situated together - far too much distance All specialized and emergency health care is centred in Kingston - a long trip from parts of the County	11/21/2016 2:26 PM
11	none	11/21/2016 1:49 PM

Q26 Do you have any other comments or suggestions about the County becoming a more age-friendly community?

Answered: 18 Skipped: 52

#	Responses	Date
1	A long term care facility is necessary that fits the needs of lower income seniors within Central and North Frontenac	11/29/2016 11:49 AM
2	Unfortunately, I do not live in the County, however the Alzheimer Society provides services in the community and we would welcome the opportunity to be involved in the Age friendly initiative	11/29/2016 11:46 AM
3	no	11/29/2016 11:40 AM
4	1. Recognize that the Frontenac News is the only paper many seniors need. 2. Recognize that country music stations play all day in many seniors places - advertise where it will be seen/heard. 3. Build or make land available for the building and development of senior organizations: - LTC, Retirement Homes - Parks with walking trails safe for seniors - Activity centres for rural seniors 4. Regularly scheduled transportation to Sharbot Lake Medical Center, Verona Medical Center, Sydenham Medical Center... including pharmacy visits. 5. Grocery services (delivery/pick-up and assistance) financially augmented by the County. 6. Seniors exercise programs (like NON programs) are essential - keep these available and accessible to rural seniors.	11/29/2016 11:12 AM
5	Open a health food store in Sharbot Lake	11/29/2016 10:27 AM
6	The gap between senior's services in the rural county is most evident when compared to the City of Kingston. Having said that, the service sector is dedicated and committed to bridging the gap. The medical community is also dedicated to keeping seniors in their homes and providing dedicated services for the elderly.	11/22/2016 2:31 PM
7	I think I'm so lucky to have "landed" in Sharbot Lake - It's a very supportive community with many support services.	11/22/2016 1:52 PM
8	I think making information available in multiple formats (print, web, phone) to people of various abilities (e.g. visually impaired, hearing impaired, cognitively impaired, etc) as well as increasing outreach to people who are isolated would pave the way for more community engagement for seniors in the Sharbot Lake and North Frontenac area	11/22/2016 11:51 AM
9	?	11/22/2016 11:35 AM
10	- Seniors need more social activities e.g. card drop at the Grace Centre - Pot lucks for events	11/22/2016 11:33 AM
11	General Comment: This survey is not designed for people that do not use 'senior' facilities, require or use senior services - either for themselves or other people.	11/22/2016 11:16 AM
12	- All agencies need to better community, and understand/know what is happening through the County - "link" somehow together i.e. computer, email - monthly meetings	11/22/2016 11:09 AM
13	A larger awareness is needed in regards to the number of elderly living in the rural area	11/22/2016 10:04 AM
14	- Splash pad for children - Bridge club/painting/ping pong club for seniors - Dart league - Lawn Bowling - Create places to go - Lots of empty land that can be filled	11/21/2016 4:27 PM
15	- More accessible, general info required - Community and medical support needs to increase - More affordable housing options - More in home care/physical, medical services	11/21/2016 4:07 PM
16	none	11/21/2016 1:49 PM
17	I haven't needed to use any services for seniors as yet.	11/15/2016 6:24 PM
18	I have been either negative or non-committal in my responses. I am a senior living on Buckshot Lake. I have never reached out for senior related help or activities, nor has anyone ever reached out to me. Fundamentally, due to isolation, I travel 4 - 6,000 kilometres a year for medical attention (NOT an exaggeration). I have issues, cost and travel, re dental and eye care. I have issues with inconsistent road maintenance, especially on 506 and, more importantly, Buckshot Lake Road (even painting lines on side of roads would help). I feel I pay an exorbitant amount in taxes (north of \$4,000 annually) and really get absolutely no return other than snow clearing (any even then, as a retiree I am required to clear the end of my driveway, while visiting my daughter in Toronto they endure driveway is scooped clear....we don't get that courtesy and for a senior that's terrible). Yes, we chose North Shore Road by choice but we don't feel like part of a community, much of which may be our fault....but....	11/15/2016 12:41 PM

COUNTY OF FRONTENAC
FEBRUARY 23, 2017

AGE-FRIENDLY COMMUNITY ACTION PLAN



FRONTENAC

