



**Age-Friendly Initiative of Brandon**

Community Needs Assessment

September – November 2012

Final Report

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## **Age-Friendly Initiative of Brandon: Final Report**

### **Background**

In 2006, the World Health Organization developed the Global Age-Friendly Cities Project. The project resulted in the international collaboration of thirty three cities, including four Canadian cities, who were interested in supporting healthy aging by becoming more age-friendly. From this collaboration, information was gathered from senior citizens and those interested in age-friendly communities and utilized in the development of eight key areas or domains of communities that can become more age-friendly. The eight domains of an age-friendly community are:

- Outdoor spaces and buildings
- Transportation
- Housing
- Respect and social inclusion
- Social participation
- Communication and information
- Civic participation and employment opportunities
- Community supports and health services

Since 2007, the Government of Canada, through the Public Health Agency of Canada and in partnership with the provinces and territories, has played a lead role in the development and promotion of the Age-Friendly Communities initiative across Canada through the creation of the Pan-Canadian Age-Friendly Communities Network. This network provides age-friendly information, publications, and resources and allows age-friendly communities to connect and share information. Of particular importance was the publication of the Pan-Canadian Age-Friendly Milestones, which were developed to guide communities through the ongoing process of becoming more age-friendly by providing a guide for community action planning and a basis on which communities can be recognized for their age-friendly community efforts. The “Milestones Approach” includes the following steps:

- Establish an advisory committee that includes the active engagement of older adults
- Secure a local municipal council resolution to actively support, promote and work towards becoming age-friendly
- Establish a robust and concrete plan of action that responds to the needs identified by older adults in the community

- Demonstrate commitment to action by publicly posting the action plan
- Commit to measuring activities, reviewing action plan outcomes and reporting on them publicly

There are currently eight provinces promoting the Age-Friendly Community Initiative in Canada and Manitoba has been at the forefront of this movement, with over 80 Manitoba communities now involved with the Age-Friendly Communities Initiative. Brandon is one of these 80 communities, having been a member of the Age-Friendly Manitoba Initiative since November of 2008. Based on the 2011 Statistics Canada census of the City of Brandon, there are currently 53,229 people living in the city and 13.4% percent of the population is aged 65 years and over. Trends in the data show that this percentage will continue to increase in the coming years, indicating the need for change and adaptation within the city to meet the requirements of this growing population. In an age-friendly community, policies, programs and services are designed to make it easier for older adults to stay active and healthy, so they can continue to contribute economically and socially. The goal of the Brandon Age-Friendly Initiative is to ensure that senior citizens living in the City of Brandon continue to lead active, socially engaged, independent lives that contribute to healthy aging. Throughout the months of September to November of 2012, the Brandon Age-Friendly Committee began to work toward this goal by hosting eight community consultations and distributing an Age-Friendly survey to collect both verbal and written data regarding the perceived needs of senior citizens within the Brandon community. Compilation and analysis of the data allowed the Brandon Age-Friendly Committee to identify problems, as well as strengths, in terms of age-friendliness of the City of Brandon.

## **Method**

### **Participants**

All community members of the City of Brandon that were interested in improving the health and quality of life of seniors in the community were invited to participate in the community consultations and survey completion. The rationale of extending participation criteria to include all members of the Brandon community is that every member of the community is connected to senior citizens in some capacity and the entire community will benefit from improvements made to facilitate healthy aging. However, the population of primary interest during the process of advertising, issuing invitations, and booking venues was the senior citizens of Brandon due to their status as the focus group of the Age-Friendly Initiative. They are the most knowledgeable regarding their own needs and they will gain the greatest and most immediate benefit from positive outcomes resulting from the research. Variation in participant age was reflected in the survey categories of Under 50, with 10 participants; 50 – 60, with 23 participants; 61 – 70, with 46 participants; 71 – 80, with 37 participants; 81- 90, with 25 participants; and Over 90, with four participants. Overall, 145 participants completed the survey. Attendance and participation in community consultations varied, ranging from six to twelve

participants. Participants who attended the community consultations also completed the survey and thus are included in the 145 participants identified above.

## **Materials**

The Age-Friendly Committee utilized information from the Public Health Agency of Canada and Age-Friendly Manitoba to develop an Age-Friendly Survey based on the eight domains of an age-friendly community. The first portion of the survey focused on rating the domains by personal priority. Participants were asked to number the domains from 1 – 8 in order of importance, with 1 being the highest priority and 8 being the lowest priority. The next portion of the survey was designed to elicit information regarding each of the domains individually. Several statements specific to each of the domains were listed and divided by domain. In total, 64 statements were listed. Participants were asked to draw a check mark in the box that most accurately reflected their opinion regarding each statement: agree, strongly agree, neutral, disagree, and strongly disagree. Under each domain section, there was an Additional Comment/Concerns box that participants were encouraged to write in to elaborate on check mark responses and to add additional ideas and concerns that were not addressed in any of the statements.

## **Procedure**

**Literature review.** Compilation and review of the literature regarding Age-Friendly was the initial step in developing a plan of action for completing an Age-Friendly community assessment in Brandon. The Public Health Agency of Canada and Age-Friendly Manitoba in association with the Manitoba Seniors and Healthy Aging Secretariat were the primary resources used. Background information on the global Age-Friendly Initiative was obtained from these resources to provide context and understanding for applying the Initiative to the City of Brandon. The eight domains identified by the World Health Organization's Global Age-Friendly Cities Project and the Assessment Tool for Age-Friendly Communities developed by Age-Friendly Manitoba provided a framework for the development of the age-friendly survey specific to Brandon that was utilized to gather information in the community. Reports and summaries assembled and published by other Age-Friendly communities provided direction and inspiration for the development of a plan of action for gathering information.

**Survey.** The survey described above was distributed in the community in several ways. Primarily, the survey was distributed at community consultations throughout the community and at senior's group meetings, such as coffee clubs and card clubs. Surveys were also provided to leaders of senior's organizations in the community, such as a single seniors group and Seniors for Seniors, who then distributed them to members of the organization. A very successful strategy utilized to gather information from seniors who had very little social contact or who could not attend the community consultations was collaboration of the Age-Friendly Committee with the Meals on Wheels service provided by Prairie Oasis Seniors Centre. The survey was

given to Meals on Wheels volunteers who delivered them to customers in their homes with their meals. Completed surveys were then collected the following week and returned to the Age-Friendly Committee. The final method of distribution of the survey was direct community contact in which community members at the mall were invited to complete the survey or take surveys for family members to complete and mail in to the Age-Friendly Committee.

**Community consultation focus groups.** A total of eight community consultations were scheduled throughout the City of Brandon. There were no attendants at two community consultations and thus they were not considered in the development of this report. Attendance at the remaining six community consultations varied from six to twelve participants. These small groups were very conducive to a focus group style of consultation, in which participants were guided through written completion of the survey by domain while verbal input was recorded on a flip chart for documentation and visualisation. Questions and comments were invited and strongly encouraged and clarification was provided when needed. Approximately one hour was allotted for each community consultation and of that hour, about 6 minutes was taken to work through each domain. Verbal input recorded at the consultations was transcribed into an electronic document to be used as qualitative data to support the quantitative data collected from the surveys.

**Expert interview.** The Age-Friendly expert identified in the City of Brandon was Dr. William Ashton, Director of the Rural Development Institute at Brandon University. As an expert in rural development, he was invited by Age-Friendly Manitoba and the Manitoba Seniors and Healthy Aging Secretariat to take part in the International Age-Friendly Symposium as a panelist in a public forum at the Winnipeg Art Gallery in Winnipeg, Manitoba on October 15, 2012. His role was to define and discuss the three types of rural community and how the distinguishing between them is essential to the successful implementation of Age-Friendly Initiatives and the development of communities. The interview conducted with Dr. Ashton yielded several commendations and recommendations. Dr. Ashton stated that Brandon is a leader in the Age-Friendly community and that he often uses Brandon as an example of what is being accomplished in Manitoba. He agreed with the Age-Friendly Committee that the opinions of senior citizens should be incorporated into the planning of new developments in the community. Finally, he discussed the success of the Age-Friendly Milestones Approach and suggested its use in Brandon.

## **Data Analysis**

**Priority ratings.** The intention of the priority rating portion of the age-friendly survey was to provide an overview of the perceived priorities of senior citizens in the Brandon community and thus the results were calculated as a total and not by age category. Ranking the eight domains of age-friendly communities by priority was accomplished through tallying of the results and subsequent point assignment for ratings. The results were tallied on to a master copy of the survey and added to yield overall totals for the priority ratings of each domain. The totals



were then entered into a database in Microsoft Excel and assigned a point system to calculate rankings. The point system was as follows:

- Priority 1 = 10 points for each vote
- Priority 2 = 9 points for each vote
- Priority 3 = 8 points for each vote
- Priority 4 = 7 points for each vote
- Priority 5 = 6 points for each vote
- Priority 6 = 5 points for each vote
- Priority 7 = 4 points for each vote
- Priority 8 = 3 points for each vote

The points assigned for each rating were then added to yield a total number of points for each domain. The domain with the greatest number of points was considered the highest priority for senior citizens in Brandon.

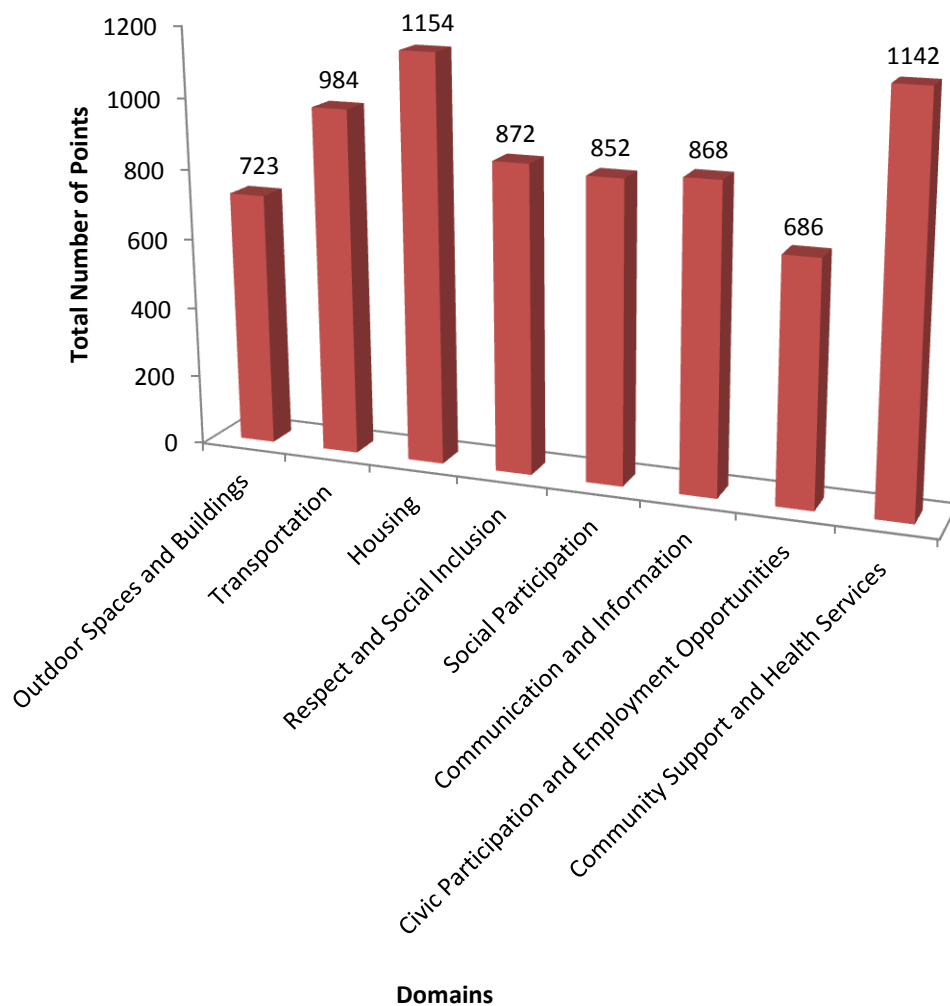
**Survey statements.** The statement portion of the survey was designed to identify the specific areas of each domain that are either being addressed well in the community or are of concern. To calculate the results, the surveys were separated by age category and responses for each statement were tallied into master copies of the survey for each age category. The resulting totals were entered into an electronic copy of the survey for each age category. The totals for each category were then electronically added to yield an overall total with the results from all of the age categories combined. The resulting documents were electronic copies of the totals by statement for each age category and an electronic copy of the combined total overall.

**Total percentages.** To provide a more general and simple overview of the opinions of the senior citizens of Brandon, the combined results of all of the surveys were then calculated as percentages. The neutral responses for each statement were removed from the equation in order to show the results for only those who had an opinion regarding the statement. The agree and strongly agree responses were combined to yield an agreement statistic and the disagree and strongly disagree responses were combined to yield a disagreement statistic. The agreement and disagreement statistics were then added to yield the denominator to be used in calculating percentages. To calculate the percentages, the agreement statistic for each statement was divided by the denominator for that statistic and multiplied by 100. The resulting number was the percentage of respondents who had an opinion regarding the statement who agreed with the statement. This percentage was then subtracted from 100 to yield the percentage of those who had an opinion regarding the statement who disagreed with the statement. These percentage results were entered into an electronic copy of the survey with only two columns: agree and disagree.

## Findings

Overall, the results of the survey indicate that the senior citizens of the City of Brandon are satisfied with the age-friendliness of the community. The results of the priority rating portion of the survey, shown in Figure 1, demonstrate that the priorities by domain for the overall senior population in the community of Brandon from highest priority to lowest priority are:

1. Housing
2. Community Supports and Health Services
3. Transportation
4. Respect and Social Inclusion
5. Communication and Information
6. Social Participation
7. Outdoor Spaces and Buildings
8. Civic Participation and Employment Opportunities



**Figure 1: Age-Friendly Domain Priority Ratings**

### **Priority 1: Housing**

The quantitative data from the survey statements supports the identification of Housing as the highest priority for achieving Age-Friendly status in Brandon. Over half of respondents with an opinion disagreed that there are different types of appropriate and affordable housing options available in the community, including long term care. Just under half of respondents with an opinion disagree that housing is located close to services. Approximately one third of respondents with an opinion disagree that families do not need to be separated when one member needs long term care. Approximately one third of respondents also disagree that information is available for seniors regarding housing options and costs. Finally, the results show that respondents perceive a lack of availability of general home and yard maintenance services and home modification services.

Based on the quantitative data, the greatest strength in the community in relation to Housing is that alert systems are available for people living alone. Other strengths include availability of affordable supports for helping people stay in their homes longer and availability of assisted living options, although the qualitative data suggests that these options are not always affordable. It should be mentioned, however, that approximately one quarter of respondents with an opinion did disagree that these supports and options are available.

### **Priority 2: Community Support and Health Services**

The quantitative data suggests that although seniors do consider Community Supports and Health Services to be a high priority for the community, it is not in relation to dissatisfaction with this domain, but rather its ongoing requirement in the senior population. The results indicate that the only area within this domain that seniors have identified a problem with is the lack of specialist services in the community. Exactly half of the respondents who had an opinion regarding the statement were in agreement that specialist services are readily available and the other half were in disagreement.

The responses to the remaining statements in the domain of Community Supports and Health Services indicate that seniors are generally satisfied with this domain. The overwhelming majority of respondents who had an opinion for each statement were in agreement that physicians, public health nurses, caregiver supports, health services and programs, grocery and pharmacy delivery services, affordable palliative care, communal meal programs, and medical equipment rental and loans are available in the community. 90% of respondents agreed that health care staff are respectful, helpful, and trained to work with older adults. Lastly, the majority of respondents who had an opinion agreed that home health, personal care, and support

services are available. It should be mentioned, however, that just under one quarter of respondents did not agree that these services are available.

### **Priority 3: Transportation**

The quantitative data for the domain of Transportation indicates that there are some needs within the domain that are not being met in the Brandon community. Of the respondents who had an opinion, just under half disagreed that roads and streets are well-maintained, well-lit, and have clear signage and just under half also disagree that lines on pavement are clear and visible. This was supported in the qualitative data. Streets in front of vacant lots and parks were identified as being poorly maintained due to a lack of assignment of responsibility for snow removal. Signage was discussed as being poorly located for visibility, too small, and poorly maintained (for example, covered by bushes) and lines on the pavement were thought to be faded or absent altogether. The results indicate that although the majority of respondents felt that affordable transportation services within the community and to health appointments outside the community are available, a volunteer service for provision of transportation and more options for transportation out of the community would be helpful in the community, with 95% of respondents in agreement. The need for increased transportation services is reflected in the approximately 60% of respondents that agreed that they rely on friends and family for transportation in the community.

Brandon's strengths within the domain of Transportation identified from the data include well-marked and signed crosswalks, appropriate designated speed limits, and conveniently located drop-off and pick-up locations near buildings. In addition, just over three quarters of respondents agreed that information regarding transportation options and services are available to seniors in the community.

“Signs are not consistently placed, they are often hidden by trees, etc, and they are not well-maintained”

### **Priority 4: Respect and Social Inclusion**

The quantitative data indicates that the Brandon community has many strengths within the domain of Respect and Social Inclusion. The overwhelming majority of respondents agreed that older adults are generally treated respectfully and that community activities bring together different generations. The majority of respondents agreed that older adults are asked to participate in meetings in the community and that their contributions are recognized, as well as that efforts are made to reduce and eliminate ageism in the community. It should be mentioned, however, that approximately one quarter of respondents did disagree with these last two statements.

**Priority 5: Communication and Information**

The quantitative data indicates that there are several deficits within the domain of Communication and Information in the community of Brandon. Approximately one third of respondents disagreed that written communication is printed in large enough print with dark print on light paper and also disagreed that older adults are asked to share information with other older adults. Just under half of respondents disagreed that information for older adults who are socially isolated is delivered by phone or personal visits.

The Brandon community's greatest strength in relation to the domain of Communication and Information is posting of information about community events and activities in locations where older adults do their daily activities or gather. In addition, approximately three quarters of respondents agreed that achievements of older adults are highlighted in local media and slightly more agreed that access to and training for computers and the internet are available and appropriate for older adults.

**Priority 6: Social Participation**

The quantitative data indicates that the greatest identified deficit in meeting the needs of the senior population in the Brandon community within the domain of Social Participation is that there is an inadequate system available to ensure "shut-in" seniors have social contact. Just under half of respondents disagreed that there was such a system in place in the Brandon community.

Based on the quantitative data, the Brandon community has several strengths within the domain of Social Participation. The overwhelming majority of respondents agreed that there is a range of social events for older adults of all ages and that activities include physical, recreational, indoor and outdoor, educational, and cultural events. Approximately three quarters of respondents also agreed that activities and events are held in locations that are accessible for all and are well-publicized; that the needs of older adults who are not interested in participating in community life are identified and respected; and that supports are available to allow caregivers to participate in social activities.

**Priority 7: Outdoor Spaces and Buildings**

The quantitative data for the domain of Outdoor Spaces and Buildings indicates that there are several needs within the domain that are not being met in the Brandon community. Just under half of respondents disagreed that sidewalks, pathways, trail, and streets are well-maintained, non-slip, cleared, well-lit, and accessible and that snow removal of roads and parking areas is prompt and considerate of seniors, as discussed previously under the Transportation domain.

The responses to the remaining statements in the domain of Outdoor Spaces and Buildings indicate that seniors are generally satisfied with this domain. The majority of

respondents agreed that parking lots in Brandon are well-maintained, cleared, well-lit, and located near buildings for easier access and that they contain an acceptable number of handicap parking spaces. Approximately three quarters of respondents also agreed that public washrooms are accessible, conveniently located, and accommodate people with a variety of disabilities; that streets and sidewalks accommodate wheelchairs and scooters; that accessible benches are located along sidewalks, paths, or trails and or spaced at regular intervals; action is taken in the Brandon community to lower crime rates; that buildings are accessible, with ramps and few stairs, non-slip flooring, and accessible washrooms; and services are located near where seniors live and are accessible.

“Particularly in front of vacant buildings”

### **Priority 8: Civic Participation and Employment Opportunities**

The quantitative data for the domain of Civic Participation and Employment Opportunities indicates that the greatest identified need for the community of Brandon in relation to this domain is a lack of a range of paid employment opportunities for seniors. Just over half of respondents disagreed that this range of paid employment opportunities was available. In addition, approximately 30% of respondents disagreed that older adults are fairly compensated for their work.

The community of Brandon’s greatest strength within this domain is related to volunteering. The overwhelming majority of respondents agreed that volunteer opportunities provide intergenerational involvement and that older adults are encouraged to volunteer and remain engaged in the community.

### **Recommendations**

Review of the findings from the surveys, priority ratings, community consultation focus groups, and the expert interview has allowed the Brandon Age-Friendly Committee the opportunity to develop several recommendations for improving each of the eight Age-Friendly domains, as presented following the general recommendations. The Age-Friendly Committee of Brandon has the following general recommendations for the community of Brandon:

1. Establish a Committee of Council
2. Utilize the “Milestones Approach” to develop an action plan and work towards achieving goals that improve age-friendliness of the community
3. Improve communication with seniors
4. Perform repeat community needs assessments at various times during the year to account for seasonal biases

5. Develop an asset map of the Brandon community in relation to the eight Age-Friendly domains
6. Develop and implement a reliable economical transportation system to out of town medical appointments
7. Develop and implement a housing strategy in collaboration with the Prairie Mount Health, construction associations, Brandon and Area Planning, senior' advocates, and the Rural Development Institute that is affordable and considers the changing needs of our aging population
8. Consider the aging population and incorporate their input on planning and developments within the community
9. Host an Age-Friendly training session for decision makers, community planners, and developers

### **Outdoor Spaces and Buildings**

**Recommendation #1:** Ensure that older adults' needs are considered in the design of new community developments. For example, continue to incorporate curb cuts, wider streets, adequate lighting, etc.

**Recommendation #2:** A policy or bylaw should be developed and implemented assigning responsibility for ensuring that sidewalks and streets in front of vacant lots and parks are cleared.

**Recommendation #3:** Increase safety and visibility in the downtown area, by increasing the number of law enforcement patrols and increasing lighting in the area at night.

**Recommendation #4:** Increase the number of benches in the city by implementing a project that allows community members to purchase memorial plaques for the benches which in turn covers their cost.

### **Transportation**

**Recommendation #1:** Ensure that any new signage in the community has large and clear texts and visuals and is appropriately placed to be visible.

**Recommendation #2:** Ensure better maintenance of currently existing street signage to make it more visible. For example, prune bushes that have grown to cover the signs.

- Recommendation #3:** Ensure that lines on pavement are clearly painted, visible, and well-maintained to prevent fading.
- Recommendation #4:** Develop an affordable and accessible transportation system for travel out of the Brandon community for access to health services.
- Recommendation #5:** Install shelters and benches at every bus stop in the city where schedules and rates can be displayed. Consider extending operating hours to include after 6 PM and Sundays, with more frequent pick up times on the weekend.
- Recommendation #6:** Consider installing a bus stop in between Lion's Manor and Victoria Landing, near the hospital to service the high population of senior citizens in that area.
- Recommendation #7:** Increase safety awareness of people who drive scooters through education of senior citizens who are operating the scooters, as well as the general public who are driving on the same roads as scooters.

## Housing

- Recommendation #1:** Consult older adults and the Age-Friendly Committee in the process of creating more affordable housing.
- Recommendation #2:** Improve awareness of housing options among seniors with a housing directory that includes type of living option, cost, location, and services offered.
- Recommendation #3:** In the development of seniors' complexes, consider ease of access to services, such as grocery stores, pharmacies, etc.
- Recommendation #4:** Initiate the process of requesting additional long term care accommodations at an affordable cost. Many individuals in assisted living have growing needs that are no longer met and they require long term care, but there are no available options for them due to long wait times
- Recommendation #5:** Development of a multicare facility in which residents can move from one area of the facility to another to meet changing needs, as well as preventing family separation, would be a great asset to the community. This would be an ideal situation for housing.
- Recommendation #6:** Establish a volunteer program in which volunteers assist in general maintenance and snow removal or lawn mowing for



seniors in the community. For example, the “Snow Angels Program” assigns teenagers to seniors’ homes to regularly clear sidewalks and driveways of snow.

**Recommendation #7:** Increase awareness of already existing programs and options for home modification to enable seniors to remain in their homes longer.

### **Respect and Social Inclusion**

**Recommendation #1:** Increase intergenerational programs. Develop a program to integrate seniors’ centres with youth centres, such as an Adopt a Grandparent Program where youth are matched with an “orphan grandparent”. Consider implementing the Eden Philosophy in long term care homes, an aspect of which includes bringing children in to visit with residents.

**Recommendation #2:** Improve recognition and acknowledgement in the community of older adults in the community.

**Recommendation #3:** Individuals in the community should be asked on an ongoing basis to advise the Age-Friendly Committee about suggestions to make Brandon more Age-Friendly.

### **Social Participation**

**Recommendation #1:** Develop programs and services that meet the needs of isolated or shut-in adults.

**Recommendation #2:** Send out information with programs such as Meals on Wheels that target the isolated population of seniors to offer social participation and programs or community contacts.

**Recommendation #3:** Organize and host a formal Age-Friendly Dinner and Dance to recognize accomplishments of seniors in the community, bring different age groups together, and celebrate the accomplishments of the community in terms of Age-Friendliness.

### **Communication and Information**

**Recommendation #1:** Print information that may be read by older adults in larger text with dark print, especially health information.

**Recommendation #2:** Develop a program for phone and personal contact with socially isolated senior citizens in the community.

**Recommendation #3:** Distribute an information booklet developed and published by the Age-Friendly Committee that highlights services and events in the community that are relevant or important to senior citizens. For example, a Senior's Resource Guide.

**Recommendation #4:** Develop a pamphlet with guidelines for helping businesses to become more Age-Friendly and implement a reward system such as an Age-Friendly sticker or poster that the business can advertise.

### **Civic Participation and Employment Opportunities**

**Recommendation #1:** Develop a program to assist older workers to find employment opportunities in the community. The project could also help employers find experienced older employees.

**Recommendation #2:** Organize and host a Volunteer Recruitment Day where organizations can recruit older adult volunteers.

**Recommendation #3:** Develop a volunteer database that can be utilized to match volunteer opportunities with abilities, health status, and interests of older adults. For example, if a senior citizen would like to volunteer but is limited by restriction to a wheelchair, they can be matched to a volunteer role such as taking tickets, etc.

### **Community Support and Health Services**

**Recommendation #1:** Develop a transportation system to take Brandon citizens to out-of-community health appointments.

**Recommendation #2:** Collaborate with the BRHA to encourage more specialized health services and recruitment and retention of specialized health care professionals (ie. incentives, etc).

### **Conclusion**

The senior demographic within the Brandon community continues to show increasing trends according to the 2011 census completed by Statistics Canada. Brandon must adapt to meet the needs of this growing population in order to facilitate healthy aging, as a leader in the Age-Friendly Communities Initiative. The first step in beginning the process of becoming Age-Friendly, the community needs assessment, has been completed. The results show that Brandon has a strong foundation for becoming Age-Friendly, with the majority of the general population

of seniors in the community being satisfied with the various Age-Friendly domains. However, despite Brandon's many strengths in the area of Age-Friendly, it also has several areas that require improvement. The Age-Friendly Committee of Brandon recommends that these problem areas be addressed through the establishment of a Committee of Council; improved communication with the senior population; utilization of the "Milestones Approach" for development and implementation of a plan of action; development of an asset map of Brandon's strengths and weaknesses in relation to being Age-Friendly; and implementation of the recommendations outlined in this report. 11 community members have shown interest in being a part of the Age-Friendly Committee of Brandon and have given their names to be contacted at such time that a Committee of Council is formed. Collaboration of these community members with leaders in the community will facilitate the process of making Brandon a community committed to healthy aging.

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**Results: Under 50 Age Category****10 Participants**

<b>1. Outdoor Spaces and Buildings</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Sidewalks, pathways, trail, and streets are well-maintained, non-slip, cleared, well-lit and accessible.	2	3	2	3	0
Snow removal of roads and parking areas is prompt and considerate of seniors.	2	3	1	4	0
Streets and sidewalks accommodate wheelchairs and scooters	2	3	2	3	0
Public washrooms are accessible, located conveniently and accommodate people with a variety of disabilities	4	1	2	3	0
Accessible benches are located along sidewalks, paths or trails and are spaced at regular intervals	1	7	0	1	1
Action is taken in the Brandon community to lower crime rates	2	2	4	0	2
Buildings are accessible, with ramps and few stairs, non-slip flooring, and accessible washrooms	2	4	2	2	0
Parking lots are well-maintained, cleared, well-lit, and located near buildings for easier access	2	4	3	1	0
Parking lots have an acceptable number of handicap parking spaces	2	5	1	1	1
Services (ie. grocery stores, community centres) are located near where seniors live and are accessible	3	3	2	2	0

**Additional Comments/Concerns:**

We need to quit taking away playgrounds and pools to make splash parks and doggie playgrounds. Too much emphasis on dogs instead of kids and adults, some adults do go to pools, but not running through splash parks.

<b>2. Transportation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Roads/streets are well-maintained, well-lit and have clear signage	2	1	3	3	1
Lines on pavement are clear and visible	2	3	1	3	1
Crosswalks are well marked and signed	2	6	0	1	1
Designated speed limits are appropriate for their locations	3	3	0	2	2
Drop off and pick up locations near buildings are conveniently located	2	6	2	0	0
Affordable and accessible transportation is available	2	2	2	4	0
A volunteer and/or informal network of drivers is available for those who need transportation	1	1	7	1	0
Accessible transportation is available to take people to health appointments out of the	1	2	7	0	0
The above mentioned transportation services would be helpful in the community	3	6	0	0	1
I rely mainly on friends and relatives for transportation in the community	2	1	4	2	1
Information is available to seniors regarding transportation options/services	1	2	6	1	0
<b>3. Housing</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Different types of appropriate and affordable housing are available	1	4	1	4	0
Housing is located close to services	1	5	4	0	0
Affordable supports are available to help older adults stay in their homes	2	4	1	3	0
Assisted living options are available	1	7	1	1	0
"Alert systems" are available for people living alone	2	2	5	2	0
Affordable long term care options are available	1	3	3	3	0
Families do not need to be separated when one member needs long term care	3	3	3	1	0
General maintenance of homes is available for seniors on fixed incomes	1	1	3	4	1
Affordable services such as yard maintenance	1	3	3	2	1

Information on financial assistance programs for home modification and maintenance is readily available to seniors	1	1	4	4	0
Information is available to seniors regarding housing options and costs	1	3	4	2	0
<b>4. Respect and Social Inclusion</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Older adults are generally treated respectfully	3	4	0	2	1
Community activities bring together different generations	1	6	1	1	1
Older adults are asked to participate in meetings in the community and their contributions are recognized	1	4	4	1	0
Efforts are made to reduce and eliminate ageism in the community	1	3	3	2	1
<b>5. Social Participation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
There is a range of social events for older adults of all ages	1	5	3	0	1
Activities include physical, recreational, indoor and outdoor, educational and cultural events	1	4	3	2	0
Activities and events are held in locations that are accessible for all and well-publicized	2	4	2	2	0
There is a system to ensure “shut in” seniors social contacts	1	3	3	1	2
The needs of older adults who are not interested in participating in community life are identified and respected	1	2	6	0	1
Supports are available to allow caregivers to participate in social activities	2	4	4	0	0
<b>6. Communication/Information</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Information about community events and activities is posted where older adults do their daily activities or gather	1	3	4	2	0
Written communication is printed in large enough print with dark print on light paper	2	3	4	1	0

Older adults are asked to share information with other older adults	2	2	5	0	1
Achievements of older adults are highlighted in local media	1	3	5	0	1
Access to and training for computers and the Internet are available and appropriate for older adults	1	2	5	1	1
Information for older adults who are socially isolated is delivered by phone or personal visits	1	0	8	0	1
<b>7. Civic Participation and Volunteering</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Volunteer opportunities provide intergenerational involvement	2	7	1	0	0
Older adult employees are fairly compensated for their work	1	5	2	1	1
Older adults are encouraged to volunteer and remain engaged in the community	2	4	3	1	0
There are a range of paid employment opportunities for seniors	1	4	2	2	1
<b>7. Community Supports and Health Services</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Physicians are available to the community	4	2	2	1	1
Public health nurses are available at health centres and to make home visits	3	3	3	0	1
Specialists' services are readily available	2	2	3	2	1
Health care staff are respectful, helpful and trained to work with older adults	5	1	3	1	0
Home health, personal care and support services are available and affordable	3	2	3	2	0
Communal meal programs are available and affordable	3	2	3	2	0



Delivery of groceries, medicines, meals and other needs is available and affordable	4	1	2	3	0
Health services such as occupational and physical therapy, vision, dental care and foot care are available	3	3	3	0	1
Affordable palliative care is available	3	3	4	0	0
Programs such as mental health services, mammograms, diabetes clinics and cancer support groups are available	5	2	0	0	1
Medical equipment rental or loans are available	2	4	3	0	1
Caregiver supports such as respite and adult day program are available	5	1	3	0	1

**Results: 50 – 60 Age Category****23 Participants**

<b>1. Outdoor Spaces and Buildings</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Sidewalks, pathways, trail, and streets are well-maintained, non-slip, cleared, well-lit and accessible.	3	9	2	6	3
Snow removal of roads and parking areas is prompt and considerate of seniors.	3	7	7	4	2
Streets and sidewalks accommodate wheelchairs and scooters	4	9	5	3	2
Public washrooms are accessible, located conveniently and accommodate people with a variety of disabilities	3	8	7	3	2
Accessible benches are located along sidewalks, paths or trails and are spaced at regular intervals	2	8	6	5	2
Action is taken in the Brandon community to lower crime rates	5	7	6	4	1
Buildings are accessible, with ramps and few stairs, non-slip flooring, and accessible washrooms	5	8	6	4	0
Parking lots are well-maintained, cleared, well-lit, and located near buildings for easier access	2	12	6	2	1
Parking lots have an acceptable number of handicap parking spaces	4	12	3	3	1
Services (ie. grocery stores, community centres) are located near where seniors live and are accessible	2	11	5	4	1

**Additional Comments/Concerns:**

Errol Black Park is not lit. I'd like to see benches to sit along walk paths. Too many sidewalks in winter are not cleared. Only some streets/sidewalks accommodate scooters and wheelchairs. The action taken to lower crime rates is not strict enough. Yes, the paths are for walking, etc. But some people also like to take a break, sit down, relax, talk with their walking pal and enjoy the weather or view, etc. Also, how about more garbage receptacles along paths? Sidewalks are not always cleared, so scooter has to run on the road. Several curbs are not "walker, scooter friendly", the jump is too high.

<b>2. Transportation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Roads/streets are well-maintained, well-lit and have clear signage	3	9	4	4	3
Lines on pavement are clear and visible	3	9	5	4	2
Crosswalks are well marked and signed.	3	15	3	1	1
Designated speed limits are appropriate for their locations	2	12	6	2	1
Drop off and pick up locations near buildings are conveniently located	2	9	10	1	1
Affordable and accessible transportation is available	3	10	6	2	2
A volunteer and/or informal network of drivers is available for those who need transportation	2	4	14	3	0
Accessible transportation is available to take people to health appointments out of the community	2	7	8	4	1
The above mentioned transportation services would be helpful in the community	6	14	3	0	0
I rely mainly on friends and relatives for transportation in the community	4	3	5	5	6
Information is available to seniors regarding transportation options/services	1	7	12	2	1

**Additional Comments/Concerns:**

Sidewalks and entry onto sidewalks really need to be maintained. As a paraplegic, it is hard to get up on a sidewalk when there is a ridge, chunks missing in front of them and the incline is too steep. Mason's – transportation to other communities. More seniors might stop driving before disaster hits if they knew an easily accessible, comfortable, and affordable ride was available. Some children fear parents losing their license as it means they will have to be available to do more driving, shopping, errands, appts, etc, as well as work full time. Very difficult decision. Our public system (the city's) has gone downhill. The schedule is pathetic after 6 PM. Routes only once an hour? This is the year 2012, not 1012! And Brandon is not a little hick town! I thought the city did a HUGE disservice to the bus riders who used to buy the off-peak bus passes. When they decided to stop selling them altogether and sell only the full-service bus passes was the day I had to change my life. I cannot afford \$68/month and don't take the bus that much to warrant me spending that much. The "Off-Peak" allowed me a lot of freedom and now I don't go half the places I used to. I'm on a low income and so have to budget accordingly

<b>3. Housing</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutra l</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Different types of appropriate and affordable housing are available	2	8	6	4	3
Housing is located close to services	1	7	12	2	1
Affordable supports are available to help older adults stay in their homes	2	8	9	2	2
Assisted living options are available	2	10	9	1	1
"Alert systems" are available for people living alone	6	6	8	2	1
Affordable long term care options are available	6	5	3	7	2
Families do not need to be separated when one member needs long term care	3	8	7	3	2
General maintenance of homes is available for seniors on fixed incomes	1	6	9	4	3
Affordable services such as yard maintenance and snow clearing are available for older adults	1	8	7	4	3
Information on financial assistance programs for home modification and maintenance is readily available to seniors	1	9	8	4	1
Information is available to seniors regarding housing options and costs	1	7	9	5	1

**Additional Comments/Concerns:**

We need more affordable housing. It's too bad there is so much room in seniors houses not being used. Would really be ideal to match seniors with renters and help them prepare basements and bedrooms to be lived in by renters. Too much possibility of abuse and trouble unless overseers were in place. What is deemed "affordable" to one person might not necessarily be "affordable" to the other. I know there is Seniors for Seniors for services, but are they "affordable" for some real low income "older adults".

<b>4. Respect and Social Inclusion</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Older adults are generally treated respectfully	1	13	5	2	2
Community activities bring together different generations	2	11	8	2	0
Older adults are asked to participate in meetings in the community and their contributions are recognized	0	10	8	4	1
Efforts are made to reduce and eliminate ageism in the community	0	7	10	5	1
<b>5. Social Participation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
There is a range of social events for older adults of all ages	1	12	6	3	1
Activities include physical, recreational, indoor and outdoor, educational and cultural events	1	14	4	3	1
Activities and events are held in locations that are accessible for all and well-publicized	0	11	7	4	1
There is a system to ensure “shut in” seniors social contacts	1	8	9	3	2
The needs of older adults who are not interested in participating in community life are identified and respected	0	11	10	1	1
Supports are available to allow caregivers to participate in social activities	2	4	13	3	1

**Additional Comments/Concerns:**

I find just in passing that a lot of seniors believe respect is a given and doesn't need to be returned or earned. If we want more services for seniors and to be recognized as need more services, we are promoting ageism. Some older adults are treated respectfully, some aren't.

<b>6. Communication/Information</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Information about community events and activities is posted where older adults do their daily activities or gather	0	13	8	1	1
Written communication is printed in large enough print with dark print on light paper	2	8	8	4	1
Older adults are asked to share information with other older adults	0	6	15	1	1
Achievements of older adults are highlighted in local media	0	6	11	5	1
Access to and training for computers and the Internet are available and appropriate for older adults	1	12	5	4	1
Information for older adults who are socially isolated is delivered by phone or personal visits	0	2	15	4	2
<b>7. Civic Participation and Volunteering</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Volunteer opportunities provide intergenerational involvement	2	12	7	2	0
Older adult employees are fairly compensated for their work	0	9	12	1	1
Older adults are encouraged to volunteer and remain engaged in the community	0	13	9	0	1
There are a range of paid employment opportunities for seniors	0	8	8	6	1
<b>Additional Comments/Concerns:</b>					
50-65 year olds are NOT the great volunteers their parents were. They travel, continue to work for pay and have lots more money, generally speaking, than their parents. Many have excellent pensions and can afford to travel and be active so will NOT commit to volunteerism.					

<b>8. Community Supports and Health Services</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Physicians are available to the community	2	16	2	3	0
Public health nurses are available at health centres and to make home visits	0	11	9	3	0
Specialists' services are readily available	0	7	6	7	3
Health care staff are respectful, helpful and trained to work with older adults	2	10	7	3	0
Home health, personal care and support services are available and affordable	2	8	10	3	0
Communal meal programs are available and affordable	0	14	8	1	0
Delivery of groceries, medicines, meals and other needs is available and affordable	0	13	7	3	0
Health services such as occupational and physical therapy, vision, dental care and foot care are available	4	15	3	1	0
Affordable palliative care is available	3	7	12	1	0
Programs such as mental health services, mammograms, diabetes clinics and cancer support groups are available	2	16	5	0	0
Medical equipment rental or loans are available	1	11	11	0	0
Caregiver supports such as respite and adult day program are available	1	13	8	1	0

**Additional Comments/Concerns:**

Need more physicians and specialists. I think without a family member to initiate these as available programs, the senior may not be able to access them on their own. Stan's delivers groceries. Low-income seniors may have trouble accessing services. Mid to higher income seniors should have no problem. Specialists are needed for all age groups. Long waiting lists has a negative impact. Health services can be very expensive. Medical equipment, etc. are expensive. Many referrals for eye, ear, nose, throat conditions, plastic surgery, and other specialty needs have seniors on the highway to Winnipeg. Cost and inconvenience as well as need for physical assistance make this a problem for many. Some of the health services can take a long time to get into if you're going in under MB health. Me and some of my friends and family members have had some pretty bad experiences with 'health care staff' But to be fair... there has been some good ones to.

**Results: 61 – 70 Age Category****46 Participants**

<b>2. Outdoor Spaces and Buildings</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Sidewalks, pathways, trail, and streets are well-maintained, non-slip, cleared, well-lit and accessible.	6	14	6	14	6
Snow removal of roads and parking areas is prompt and considerate of seniors.	6	13	15	7	5
Streets and sidewalks accommodate wheelchairs and scooters	7	21	14	4	5
Public washrooms are accessible, located conveniently and accommodate people with a variety of disabilities	6	14	13	6	5
Accessible benches are located along sidewalks, paths or trails and are spaced at regular intervals	9	16	13	6	3
Action is taken in the Brandon community to lower crime rates	9	14	8	8	4
Buildings are accessible, with ramps and few stairs, non-slip flooring, and accessible washrooms	6	21	11	5	3
Parking lots are well-maintained, cleared, well-lit, and located near buildings for easier access	7	21	13	4	1
Parking lots have an acceptable number of handicap parking spaces	11	18	11	4	2
Services (ie. grocery stores, community centres) are located near where seniors live and are accessible	7	14	8	12	5
<b>3. Transportation</b>					
<b>3. Transportation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Roads/streets are well-maintained, well-lit and have clear signage	6	12	7	16	5
Lines on pavement are clear and visible	5	15	9	15	2



Crosswalks are well marked and signed.	5	23	12	6	0
Designated speed limits are appropriate for their locations	6	19	11	10	2
Drop off and pick up locations near buildings are conveniently located	4	22	13	5	0
Affordable and accessible transportation is available	5	17	14	7	4
A volunteer and/or informal network of drivers is available for those who need transportation	5	11	18	7	5
Accessible transportation is available to take people to health appointments out of the community	6	14	17	6	3
The above mentioned transportation services would be helpful in the community	16	17	8	4	1
I rely mainly on friends and relatives for transportation in the community	5	7	22	6	7
Information is available to seniors regarding transportation options/services	5	14	16	7	4

**Additional Comments/Concerns:**

School zones should be designated and regulated speed limit (30 km). There should be more private handi-van services offered. The city has made it impossible for those companies to operate. Need Sunday bus service. With Park Ave being very busy and getting more so, what about street lights at 13<sup>th</sup> st and Park Ave instead of a 4 way stop. It's busy for fire trucks and ambulances, which are a regular event. Even if transportation is available to take people to health appointments in Portage, Winnipeg, etc it is very expensive. Sometimes family and friends just aren't available. Handi Transit costs are high. Bus service is good except for the Shopping Centres. I still drive but when I can't any longer I may not be able to get out much as I cannot afford this and it will be hard to walk any distances to transportation hubs.

<b>4. Housing</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Different types of appropriate and affordable housing are available	3	8	11	14	10
Housing is located close to services	3	10	14	13	6
Affordable supports are available to help older adults stay in their homes	5	15	17	8	1
Assisted living options are available	5	12	15	7	2
"Alert systems" are available for people living alone	6	19	17	2	1
Affordable long term care options are available	4	16	13	9	4
Families do not need to be separated when one member needs long term care	8	7	13	11	7
General maintenance of homes is available for seniors on fixed incomes	3	5	23	11	4
Affordable services such as yard maintenance and snow clearing are available for older adults	3	9	23	7	4
Information on financial assistance programs for home modification and maintenance is readily available to seniors	4	10	18	11	3
Information is available to seniors regarding housing options and costs	3	8	24	7	4

**Additional Comments/Concerns:**

No grocery stores available downtown. Housing costs are not affordable to anyone living on pensions (fixed income) unless they have a large asset such as a home to sell. Seniors housing is not close to shopping areas (Monterey Estates). No assisted living options available unless you have a very large income. Only two options cost \$20,000 to \$30,000 per year. (Victoria Landing/River Heights). Other seniors housing, lifelease, etc require buy-ins of \$25,000 to over \$100,000 to get into them and still charge large monthly rents. I know Seniors for Seniors in Brandon has information on housing options, but do all people and seniors know this? If you need to hire any sort of home repair yard services – it is expensive. Again Seniors for Seniors has some of these services on a limited basis – not enough workers. Assisted living places cost cost cost. Affordable supports are available but probably not enough for individuals in need of them.

<b>5. Respect and Social Inclusion</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Older adults are generally treated respectfully	3	27	8	8	0
Community activities bring together different generations	5	24	14	2	1
Older adults are asked to participate in meetings in the community and their contributions are recognized	5	15	20	6	0
Efforts are made to reduce and eliminate ageism in the community	4	13	18	11	0
<b>6. Social Participation</b>					
<b>6. Social Participation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
There is a range of social events for older adults of all ages	8	26	7	2	2
Activities include physical, recreational, indoor and outdoor, educational and cultural events	6	27	9	3	1
Activities and events are held in locations that are accessible for all and well-publicized	6	10	18	10	2
There is a system to ensure “shut in” seniors social contacts	2	10	26	8	0
The needs of older adults who are not interested in participating in community life are identified and respected	3	8	29	6	0
Supports are available to allow caregivers to participate in social activities	3	12	24	6	0
<b>Additional Comments/Concerns:</b>					
<p>Not well published. Everything is available if one goes to look for them. Social events usually cater to those younger than 50 or older than 75. Nothing for 50 – 75 years who would like to go out to dinner, listen to music they enjoy and have a quiet drink undisturbed by drinking and loud music. No quiet lounges or place to go or place to go to socialize with others of our age or interests. Events are not as well publicized as they could be. Community activities such as the Winter Festival bring together different generations. Events held at Westman Centre are not necessarily easily accessible because it is a fair distance from parking and lots of walking.</p>					

<b>7. Communication/Information</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Information about community events and activities is posted where older adults do their daily activities or gather	3	22	18	3	0
Written communication is printed in large enough print with dark print on light paper	3	12	21	10	0
Older adults are asked to share information with other older adults	4	9	31	1	0
Achievements of older adults are highlighted in local media	5	16	16	8	1
Access to and training for computers and the Internet are available and appropriate for older adults	4	17	20	2	2
Information for older adults who are socially isolated is delivered by phone or personal visits	2	9	25	8	2
<b>8. Civic Participation and Volunteering</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Volunteer opportunities provide intergenerational involvement	5	19	18	3	1
Older adult employees are fairly compensated for their work	4	8	27	7	0
Older adults are encouraged to volunteer and remain engaged in the community	4	22	18	2	0
There are a range of paid employment opportunities for seniors	2	8	26	7	3

**Additional Comments/Concerns:**

When information is available by phone often the person delivering the information does not speak clear enough or slow enough. TV station needed in Brandon. Dedicated line for information. TV station needed because we have not enough communication. There are some jobs but they should be advertised in the Brandon Sun when available. Telephone books are the pits. Not sure where you have to be to hear about these things. If you are at home most of the time, how to ensure they know what is available? Most employees do not hire older workers especially on a part time basis. People expect seniors to volunteer without compensation. It is usually seniors who do most of the volunteering.

<b>9. Community Supports and Health Services</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Physicians are available to the community	5	23	9	7	2
Public health nurses are available at health centres and to make home visits	4	21	17	2	2
Specialists' services are readily available	4	10	14	12	6
Health care staff are respectful, helpful and trained to work with older adults	4	22	14	5	2
Home health, personal care and support services are available and affordable	4	24	11	7	1
Communal meal programs are available and affordable	5	27	10	2	1
Delivery of groceries, medicines, meals and other needs is available and affordable	5	31	6	4	1
Health services such as occupational and physical therapy, vision, dental care and foot care are available	5	30	10	1	0
Affordable palliative care is available	4	16	22	2	1
Programs such as mental health services, mammograms, diabetes clinics and cancer support groups are available	7	29	8	0	0
Medical equipment rental or loans are available	5	17	24	0	1
Caregiver supports such as respite and adult day program are available	3	25	16	2	0

**Additional Comments/Concerns:**

I feel Brandon is online with the above and moving forward in the right direction. My biggest hardship is the present transit system. They cancelled off Peak Passes and Transfers. I am not yet 65 years old. So my monthly pass would be \$66.00. I love to walk but at times need a ride re: distance, carrying items. There is availability but not affordability for home care. Not enough of physicians. A fair number are not suited to be health care workers because of their attitude. Meals are provided but often are of poor quality. Would like to see a meeting going on in Kiwanis Court in the near future. All these services are available but many seniors are unaware of how to access them. Need more doctors specializing in geriatric needs and in joint replacement. We need more specialists although it is better than it used to be. Too many doctors, nurses, etc make assumptions based on age and don't find out what is really wrong. Assume Alzheimers, miss brain tumours, don't do as many tests, overmedicate on little evidence. Affordable is the key word! Delivery of groceries is available but I'm sure some can't use it when a charge of \$5 is made. Health services such as ophthalmologists are not available lots of times and costly trips must be made to Winnipeg. Delivery of meals, again, is usually seniors going it, supplying their time, vehicle and gas!

**Results: 71 – 80 Age Category****37 Surveys**

<b>1. Outdoor Spaces and Buildings</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Sidewalks, pathways, trail, and streets are well-maintained, non-slip, cleared, well-lit and accessible.	6	14	4	12	1
Snow removal of roads and parking areas is prompt and considerate of seniors.	8	11	6	10	2
Streets and sidewalks accommodate wheelchairs and scooters	8	11	7	11	0
Public washrooms are accessible, located conveniently and accommodate people with a variety of disabilities	10	14	5	6	2
Accessible benches are located along sidewalks, paths or trails and are spaced at regular intervals	5	22	4	5	0
Action is taken in the Brandon community to lower crime rates	6	19	8	2	2
Buildings are accessible, with ramps and few stairs, non-slip flooring, and accessible washrooms	7	20	4	6	0
Parking lots are well-maintained, cleared, well-lit, and located near buildings for easier access	8	13	13	2	1
Parking lots have an acceptable number of handicap parking spaces	9	13	10	5	0
Services (ie. grocery stores, community centres) are located near where seniors live and are accessible	4	18	10	5	0

**Additional Comments/Concerns:**

Public washrooms are not all set up for wheelchairs, children, etc. Some may have a wheelchair accessible toilet inside the washroom, but would be difficult to get into (McDonalds). Hand dryers are not at a level that all users can reach easily. Having transportation available for people to go to hospital/appointments. Being able to keep their pets they have had in housing. There isn't a public restroom. Railings needed at auditorium. Scooter entrance needed at Double Happiness.

<b>2. Transportation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Roads/streets are well-maintained, well-lit and have clear signage	9	12	4	10	2
Lines on pavement are clear and visible	7	11	8	10	1
Crosswalks are well marked and signed.	9	16	8	4	0
Designated speed limits are appropriate for their locations	6	21	9	2	1
Drop off and pick up locations near buildings are conveniently located	6	18	13	2	0
Affordable and accessible transportation is available	6	12	11	7	0
A volunteer and/or informal network of drivers is available for those who need transportation	4	13	14	6	0
Accessible transportation is available to take people to health appointments out of the community	5	18	9	5	0
The above mentioned transportation services would be helpful in the community	11	19	7	0	0
I rely mainly on friends and relatives for transportation in the community	2	11	15	4	4
Information is available to seniors regarding transportation options/services	1	16	17	3	0

**Additional Comments/Concerns:**

Shoppers Mall access for seniors. Street numbers are too small and could be on left and right (inconsistent). Street names are larger. I drive my own car. Winter streets are not maintained very well for walking residents. Icy street crossing and too much snow on sidewalks. Both the city and building maintenance need to be responsible for keeping sidewalks and walkways clear of ice and snow. A good example is after the last snow (in November) the snow plow threw snow up on the sidewalk. This wasn't cleared. Also, as a result of this snow, the walk to the building was blocked at sidewalk area. This was at South entrance to Colonial Apartment on Queen's Ave.

<b>3. Housing</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Different types of appropriate and affordable housing are available	6	3	9	17	2
Housing is located close to services	3	7	16	10	1
Affordable supports are available to help older adults stay in their homes	5	12	14	6	0
Assisted living options are available	4	16	11	5	1
"Alert systems" are available for people living alone	5	25	6	1	0
Affordable long term care options are available	4	12	8	11	2
Families do not need to be separated when one member needs long term care	7	4	20	6	0
General maintenance of homes is available for seniors on fixed incomes	5	3	16	12	1
Affordable services such as yard maintenance and snow clearing are available for older adults	5	9	11	10	2
Information on financial assistance programs for home modification and maintenance is readily available to seniors	5	5	20	6	1
Information is available to seniors regarding housing options and costs	5	12	15	5	0

**Additional Comments/Concerns:**

More facilities for services like Victoria Landing and Riverheights Terrace are needed. Many residents are actually nursing home candidates and there is a real shortage of nursing homes in the Brandon area. Since my move 8 years ago into affordable housing, I have used a lot of mutual's. Seniors who are on fixed income don't believe they have help with the maintenance of their homes. There is a need for a level of care between independent living and nursing home. There needs to be more care available for those who can and want to stay in their homes. And also, an affordable level of care for semi-independent folks but not necessarily at the nursing home level – but who may do well with more input from home care, etc, in a seniors complex.



<b>4. Respect and Social Inclusion</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Older adults are generally treated respectfully	1	28	5	3	0
Community activities bring together different generations	2	22	9	4	0
Older adults are asked to participate in meetings in the community and their contributions are recognized	2	17	14	3	1
Efforts are made to reduce and eliminate ageism in the community	1	16	19	1	0
<b>5. Social Participation</b>					
<b>5. Social Participation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
There is a range of social events for older adults of all ages	2	28	4	2	0
Activities include physical, recreational, indoor and outdoor, educational and cultural events	3	28	6	1	0
Activities and events are held in locations that are accessible for all and well-publicized	2	14	17	3	0
There is a system to ensure “shut in” seniors social contacts	0	9	18	7	3
The needs of older adults who are not interested in participating in community life are identified and respected	0	11	22	1	3
Supports are available to allow caregivers to participate in social activities	2	10	21	4	0
<b>Additional Comments/Concerns:</b>					
I have noticed that one hears about activities and events after the fact.					

<b>6. Communication/Information</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Information about community events and activities is posted where older adults do their daily activities or gather	1	22	13	1	0
Written communication is printed in large enough print with dark print on light paper	0	12	12	13	0
Older adults are asked to share information with other older adults	0	18	17	2	0
Achievements of older adults are highlighted in local media	1	12	20	4	0
Access to and training for computers and the Internet are available and appropriate for older adults	0	19	16	2	0
Information for older adults who are socially isolated is delivered by phone or personal visits	0	8	24	5	0
<b>7. Civic Participation and Volunteering</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Volunteer opportunities provide intergenerational involvement	1	23	13	0	0
Older adult employees are fairly compensated for their work	0	12	19	6	0
Older adults are encouraged to volunteer and remain engaged in the community	3	19	13	2	0
There are a range of paid employment opportunities for seniors	1	4	20	12	0

**Additional Comments/Concerns:**

People from St. Andrews Church visit. Need a TV station in Brandon. The Brandon Sun carries too much dark print on dark paper. Stories/achievements of older adults could be covered more in local media.

<b>8. Community Supports and Health Services</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Physicians are available to the community	4	24	4	4	1
Public health nurses are available at health centres and to make home visits	2	12	18	4	0
Specialists' services are readily available	2	13	7	10	4
Health care staff are respectful, helpful and trained to work with older adults	4	23	10	0	0
Home health, personal care and support services are available and affordable	3	16	12	3	1
Communal meal programs are available and affordable	3	26	8	0	0
Delivery of groceries, medicines, meals and other needs is available and affordable	3	22	9	2	0
Health services such as occupational and physical therapy, vision, dental care and foot care are available	3	27	3	2	0
Affordable palliative care is available	4	14	14	4	1
Programs such as mental health services, mammograms, diabetes clinics and cancer support groups are available	3	27	6	1	0
Medical equipment rental or loans are available	3	20	12	2	0
Caregiver supports such as respite and adult day program are available	3	16	14	3	0

**Additional Comments/Concerns:**

The equipment is available but we do not know where. Decreased quality of health care because of age. This is a well thought out document. Share it with the Psychology Dept and Nursing Program at BU. Hearing aids and dental work are too expensive. Public washrooms need more hand dryers at a level that is easy to reach. More washrooms are needed in places like Shoppers Mall and in other areas of the mall. Smitty's washroom is not for customer use and the only washroom now is in the food court. More grocery stores need to provide a public washroom. Many elderly may need a washroom on short notice.

**Results: 81 – 90 Age Category****25 Surveys**

<b>1. Outdoor Spaces and Buildings</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Sidewalks, pathways, trail, and streets are well-maintained, non-slip, cleared, well-lit and accessible.	2	7	8	7	1
Snow removal of roads and parking areas is prompt and considerate of seniors.	3	8	4	9	1
Streets and sidewalks accommodate wheelchairs and scooters	3	11	6	3	2
Public washrooms are accessible, located conveniently and accommodate people with a variety of disabilities	1	14	9	1	0
Accessible benches are located along sidewalks, paths or trails and are spaced at regular intervals	3	9	12	1	0
Action is taken in the Brandon community to lower crime rates	2	13	7	1	1
Buildings are accessible, with ramps and few stairs, non-slip flooring, and accessible washrooms	2	11	8	2	2
Parking lots are well-maintained, cleared, well-lit, and located near buildings for easier access	1	9	10	5	0
Parking lots have an acceptable number of handicap parking spaces	2	12	7	4	0
Services (ie. grocery stores, community centres) are located near where seniors live and are accessible	4	12	5	4	0

**Additional Comments/Concerns:**

Regarding grocery stores – it depends where you live. However, there are vans provided to transport seniors for grocery shopping and a reasonably good bus service and cab service, too. Sidewalks – some not in very good shape at the best of times. Streets and sidewalks do not accommodate wheelchair and scooters in the wintertime.

<b>2. Transportation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Roads/streets are well-maintained, well-lit and have clear signage	0	13	6	5	1
Lines on pavement are clear and visible	0	10	8	7	0
Crosswalks are well marked and signed.	0	17	7	1	0
Designated speed limits are appropriate for their locations	0	17	5	2	1
Drop off and pick up locations near buildings are conveniently located	2	14	8	1	0
Affordable and accessible transportation is available	2	15	5	3	0
A volunteer and/or informal network of drivers is available for those who need transportation	2	11	9	3	0
Accessible transportation is available to take people to health appointments out of the community	2	11	8	4	0
The above mentioned transportation services would be helpful in the community	4	15	6	0	0
I rely mainly on friends and relatives for transportation in the community	4	10	11	0	0
Information is available to seniors regarding transportation options/services	3	16	4	2	0

**Additional Comments/Concerns:**

Bus stops are not cleared of snow. Street signs are ridiculously located behind trees, no rhyme or reason to what side of the street the signs are on. Accessible transportation is available to take people to health appointments out of the community for a big price. Transportation for medical appointments can be improved.

<b>3. Housing</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Different types of appropriate and affordable housing are available	1	9	5	9	2
Housing is located close to services	0	9	11	5	0
Affordable supports are available to help older adults stay in their homes	1	13	7	4	0
Assisted living options are available	3	11	9	2	0
"Alert systems" are available for people living alone	3	15	5	2	0
Affordable long term care options are available	0	12	6	5	2
Families do not need to be separated when one member needs long term care	2	8	11	3	1
General maintenance of homes is available for seniors on fixed incomes	0	7	15	2	1
Affordable services such as yard maintenance and snow clearing are available for older adults	1	9	12	2	1
Information on financial assistance programs for home modification and maintenance is readily available to seniors	1	7	13	4	0
Information is available to seniors regarding housing options and costs	1	9	12	3	0

**Additional Comments/Concerns:**

Costs (\$) are a challenge for fixed-income consumers. Only if you're a spouse of a veteran. Not enough affordable housing. I'm living at Lion's Manor for 3 ½ years and I hope to continue to as long as I stay here. I have a kitchen, dining area, bathroom, and large living room and so far I've been very happy here. I wonder if information is available and where. There is a shortage of personal care accommodations. Families living together in long term care is not available in many cases. Affordable services depends on income.

<b>4. Respect and Social Inclusion</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Older adults are generally treated respectfully	3	20	2	0	0
Community activities bring together different generations	2	18	5	0	0
Older adults are asked to participate in meetings in the community and their contributions are recognized	1	12	9	3	0
Efforts are made to reduce and eliminate ageism in the community	0	10	12	3	0
<b>5. Social Participation</b>					
<b>5. Social Participation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
There is a range of social events for older adults of all ages	3	17	3	2	0
Activities include physical, recreational, indoor and outdoor, educational and cultural events	3	14	8	0	0
Activities and events are held in locations that are accessible for all and well-publicized	3	14	5	3	0
There is a system to ensure “shut in” seniors social contacts	0	9	12	3	1
The needs of older adults who are not interested in participating in community life are identified and respected	1	13	10	1	0
Supports are available to allow caregivers to participate in social activities	0	11	12	2	0
<b>Additional Comments/Concerns:</b>					
<p>Many ‘things’ are available but costs and transportation remain a barrier. There are some folks here who don’t participate in anything. I expect it was their lifestyle where they lived before. Seniors homes have programs but those in single dwellings often find various activities aren’t available. Supports for caregivers are limited.</p>					

<b>6. Communication/Information</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Information about community events and activities is posted where older adults do their daily activities or gather	1	16	5	2	1
Written communication is printed in large enough print with dark print on light paper	0	13	10	2	0
Older adults are asked to share information with other older adults	1	8	14	1	1
Achievements of older adults are highlighted in local media	0	16	6	3	0
Access to and training for computers and the Internet are available and appropriate for older adults	1	13	7	4	0
Information for older adults who are socially isolated is delivered by phone or personal visits	0	6	17	1	1
<b>7. Civic Participation and Volunteering</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Volunteer opportunities provide intergenerational involvement	0	15	9	1	0
Older adult employees are fairly compensated for their work	0	5	16	4	0
Older adults are encouraged to volunteer and remain engaged in the community	0	13	12	0	0
There are a range of paid employment opportunities for seniors	0	6	14	4	1
<b>Additional Comments/Concerns:</b>					
We find our community quite “Senior Friendly” and are happy to be a part of it.					



<b>8. Community Supports and Health Services</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Physicians are available to the community	4	15	2	3	1
Public health nurses are available at health centers and to make home visits	4	12	7	1	0
Specialists' services are readily available	0	10	9	5	1
Health care staff are respectful, helpful and trained to work with older adults	2	19	4	0	0
Home health, personal care and support services are available and affordable	3	14	4	4	0
Communal meal programs are available and affordable	3	14	6	2	0
Delivery of groceries, medicines, meals and other needs is available and affordable	5	14	5	1	0
Health services such as occupational and physical therapy, vision, dental care and foot care are available	7	14	3	1	0
Affordable palliative care is available	3	11	9	2	0
Programs such as mental health services, mammograms, diabetes clinics and cancer support groups are available	4	16	5	1	0
Medical equipment rental or loans are available	1	14	8	1	1
Caregiver supports such as respite and adult day program are available	4	15	5	1	0

**Additional Comments/Concerns:**

Availability vs affordability and access to programs is a challenge for many in fixed incomes. Also, information is not well dispersed to elderly shut-ins. It's hard to get in to see doctors, dentists, or specialists. One has to travel to Winnipeg for the specialists two or three times. Home health/personal care/support services, programs, caregiver supports are available and affordable when you can get them. There can be long waits for specialist services. Palliative care is available but there is not always room.

**Results: Over 90 Age Category****4 Participants**

<b>1. Outdoor Spaces and Buildings</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Sidewalks, pathways, trail, and streets are well-maintained, non-slip, cleared, well-lit and accessible.	1	1	1	1	0
Snow removal of roads and parking areas is prompt and considerate of seniors.	1	1	1	1	0
Streets and sidewalks accommodate wheelchairs and scooters	1	2	1	0	0
Public washrooms are accessible, located conveniently and accommodate people with a variety of disabilities	1	1	1	1	0
Accessible benches are located along sidewalks, paths or trails and are spaced at regular intervals	1	0	2	1	0
Action is taken in the Brandon community to lower crime rates	1	3	0	0	0
Buildings are accessible, with ramps and few stairs, non-slip flooring, and accessible washrooms	1	2	0	1	0
Parking lots are well-maintained, cleared, well-lit, and located near buildings for easier access	1	3	0	0	0
Parking lots have an acceptable number of handicap parking spaces	1	2	0	1	0
Services (ie. grocery stores, community centres) are located near where seniors live and are accessible	1	1	1	1	0
<b>2. Transportation</b>					
<b>2. Transportation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Roads/streets are well-maintained, well-lit and have clear signage	1	1	0	2	0
Lines on pavement are clear and visible	1	0	1	2	0
Crosswalks are well marked and signed.	1	2	1	0	0

Designated speed limits are appropriate for their locations	1	3	0	0	0
Drop off and pick up locations near buildings are conveniently located	1	1	1	1	0
Affordable and accessible transportation is available	1	2	0	1	0
A volunteer and/or informal network of drivers is available for those who need transportation	1	1	1	1	0
Accessible transportation is available to take people to health appointments out of the community	1	2	0	1	0
The above mentioned transportation services would be helpful in the community	1	2	1	0	0
I rely mainly on friends and relatives for transportation in the community	1	1	2	0	0
Information is available to seniors regarding transportation options/services	1	2	0	1	0

**Additional Comments/Concerns:**

Bus stops are too far from Senior Housing.

<b>3. Housing</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Different types of appropriate and affordable housing are available	1	1	1	1	0
Housing is located close to services	0	1	2	1	0
Affordable supports are available to help older adults stay in their homes	1	1	1	1	0
Assisted living options are available	1	2	1	0	0
"Alert systems" are available for people living alone	1	1	1	1	0
Affordable long term care options are available	1	1	1	1	0

Families do not need to be separated when one member needs long term care	1	0	2	1	0
General maintenance of homes is available for seniors on fixed incomes	1	1	1	1	0
Affordable services such as yard maintenance and snow clearing are available for older adults	1	1	1	1	0
Information on financial assistance programs for home modification and maintenance is readily available to seniors	1	0	2	1	0
Information is available to seniors regarding housing options and costs	1	1	2	0	0

**Additional Comments/Concerns:**

These services may be available but not always. Waiting lists can be long.

<b>4. Respect and Social Inclusion</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Older adults are generally treated respectfully	1	3	0	0	0
Community activities bring together different generations	1	2	1	0	0
Older adults are asked to participate in meetings in the community and their contributions are recognized	1	1	1	1	0
Efforts are made to reduce and eliminate ageism in the community	1	1	1	1	0

<b>5. Social Participation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
There is a range of social events for older adults of all ages	1	1	1	1	0
Activities include physical, recreational, indoor and outdoor, educational and cultural events	1	2	1	0	0

Activities and events are held in locations that are accessible for all and well-publicized	0	1	2	1	0
There is a system to ensure “shut in” seniors social contacts	1	1	0	2	0
The needs of older adults who are not interested in participating in community life are identified and respected	1	0	2	1	0
Supports are available to allow caregivers to participate in social activities	1	0	2	1	0
<b>Additional Comments/Concerns:</b>					
The difficulty is trying to get to these events. If you haven't a car or driver, you are out of luck.					
<b>6. Communication/Information</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Information about community events and activities is posted where older adults do their daily activities or gather	0	1	1	2	0
Written communication is printed in large enough print with dark print on light paper	1	1	1	1	0
Older adults are asked to share information with other older adults	0	3	1	0	0
Achievements of older adults are highlighted in local media	1	2	1	0	0
Access to and training for computers and the Internet are available and appropriate for older adults	0	1	1	2	0
Information for older adults who are socially isolated is delivered by phone or personal visits	0	1	2	1	0
<b>7. Civic Participation and Volunteering</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Volunteer opportunities provide intergenerational involvement	0	2	2	0	0
Older adult employees are fairly compensated for their work	1	1	1	1	0

Older adults are encouraged to volunteer and remain engaged in the community	0	4	0	0	0
There are a range of paid employment opportunities for seniors	0	1	2	1	0
<b>8. Community Supports and Health Services</b>					
	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Physicians are available to the community	1	0	2	1	0
Public health nurses are available at health centers and to make home visits	1	1	1	1	0
Specialists' services are readily available	1	0	2	1	0
Health care staff are respectful, helpful and trained to work with older adults	1	2	1	0	0
Home health, personal care and support services are available and affordable	1	0	2	1	0
Communal meal programs are available and affordable	1	2	1	0	0
Delivery of groceries, medicines, meals and other needs is available and affordable	1	2	1	0	0
Health services such as occupational and physical therapy, vision, dental care and foot care are available	1	1	1	1	0
Affordable palliative care is available	1	1	2	0	0
Programs such as mental health services, mammograms, diabetes clinics and cancer support groups are available	1	1	1	1	0
Medical equipment rental or loans are available	1	1	1	1	0
Caregiver supports such as respite and adult day program are available	1	1	2	0	0
<b>Additional Comments/Concerns:</b>					
The facilities are available, but lines and wait lists are ridiculous (long).					

**Results: Overall Total****145 Participants**

<b>1. Outdoor Spaces and Buildings</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Sidewalks, pathways, trail, and streets are well-maintained, non-slip, cleared, well-lit and accessible.	20	48	23	43	11
Snow removal of roads and parking areas is prompt and considerate of seniors.	23	43	34	35	10
Streets and sidewalks accommodate wheelchairs and scooters	25	52	35	24	9
Public washrooms are accessible, located conveniently and accommodate people with a variety of disabilities	28	54	34	20	9
Accessible benches are located along sidewalks, paths or trails and are spaced at regular intervals	21	62	37	19	6
Action is taken in the Brandon community to lower crime rates	25	58	33	15	10
Buildings are accessible, with ramps and few stairs, non-slip flooring, and accessible washrooms	23	66	31	20	5
Parking lots are well-maintained, cleared, well-lit, and located near buildings for easier access	21	62	45	14	3
Parking lots have an acceptable number of handicap parking spaces	29	62	32	18	4
Services (ie. grocery stores, community centres) are located near where seniors live and are accessible	21	59	31	28	6
<b>2. Transportation</b>					
Roads/streets are well-maintained, well-lit and have clear signage	21	48	24	40	12
Lines on pavement are clear and visible	18	48	32	41	6

Crosswalks are well marked and signed.	20	79	31	13	2
Designated speed limits are appropriate for their locations	18	71	31	18	7
Drop off and pick up locations near buildings are conveniently located	17	70	47	10	1
Affordable and accessible transportation is available	19	58	38	24	6
A volunteer and/or informal network of drivers is available for those who need transportation	15	41	63	21	5
Accessible transportation is available to take people to health appointments out of the community	17	54	49	21	4
The above mentioned transportation services would be helpful in the community	41	73	25	4	2
I rely mainly on friends and relatives for transportation in the community	18	33	59	17	18
Information is available to seniors regarding transportation options/services	12	57	55	16	5
<b>3. Housing</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Different types of appropriate and affordable housing are available	13	33	33	49	17
Housing is located close to services	8	39	59	31	8
Affordable supports are available to help older adults stay in their homes	16	53	49	24	3
Assisted living options are available	16	53	56	16	4
"Alert systems" are available for people living alone	23	68	42	10	2
Affordable long term care options are available	16	49	34	36	10



Families do not need to be separated when one member needs long term care	24	30	56	25	10
General maintenance of homes is available for seniors on fixed incomes	11	23	67	34	10
Affordable services such as yard maintenance and snow clearing are available for older adults	12	39	57	26	11
Information on financial assistance programs for home modification and maintenance is readily available to seniors	13	32	65	30	5
Information is available to seniors regarding housing options and costs	12	40	66	22	5
<b>4. Respect and Social Inclusion</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Older adults are generally treated respectfully	12	95	20	15	3
Community activities bring together different generations	13	73	48	9	2
Older adults are asked to participate in meetings in the community and their contributions are recognized	10	59	56	18	2
Efforts are made to reduce and eliminate ageism in the community	7	50	63	23	2
<b>5. Social Participation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
There is a range of social events for older adults of all ages	16	89	26	10	4
Activities include physical, recreational, indoor and outdoor, educational and cultural events	15	89	30	9	2
Activities and events are held in locations that are accessible for all and well-publicized	13	54	52	23	3

There is a system to ensure “shut in” seniors social contacts	5	40	68	24	8
The needs of older adults who are not interested in participating in community life are identified and respected	6	45	79	10	5
Supports are available to allow caregivers to participate in social activities	10	41	77	16	1
<b>6. Communication/Information</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Information about community events and activities is posted where older adults do their daily activities or gather	6	77	49	11	2
Written communication is printed in large enough print with dark print on light paper	8	50	56	30	1
Older adults are asked to share information with other older adults	7	46	84	5	3
Achievements of older adults are highlighted in local media	8	55	59	20	3
Access to and training for computers and the Internet are available and appropriate for older adults	7	64	55	15	4
Information for older adults who are socially isolated is delivered by phone or personal visits	3	26	91	19	6
<b>7. Civic Participation and Volunteering</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Volunteer opportunities provide intergenerational involvement	10	78	50	6	1
Older adult employees are fairly compensated for their work	6	40	77	20	2
Older adults are encouraged to volunteer and remain engaged in the community	9	72	57	6	1

There are a range of paid employment opportunities for seniors	4	31	72	32	6
<b>8. Community Supports and Health Services</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Physicians are available to the community	20	80	21	19	5
Public health nurses are available at health centres and to make home visits	14	60	57	11	3
Specialists' services are readily available	9	42	42	37	15
Health care staff are respectful, helpful and trained to work with older adults	18	77	39	9	2
Home health, personal care and support services are available and affordable	16	64	43	20	2
Communal meal programs are available and affordable	15	85	37	7	1
Delivery of groceries, medicines, meals and other needs is available and affordable	18	83	30	13	1
Health services such as occupational and physical therapy, vision, dental care and foot care are available	23	90	26	5	1
Affordable palliative care is available	28	52	54	9	2
Programs such as mental health services, mammograms, diabetes clinics and cancer support groups are available	22	91	28	3	1
Medical equipment rental or loans are available	13	58	66	4	3
Caregiver supports such as respite and adult day program are available	17	71	49	7	1

**Results: Overall Percentages**

**NOTE:** Neutral results were removed from percentage calculations. Strongly agree and agree responses were combined and strongly disagree and disagree responses were combined. The two resulting sums were added and the resulting number was used as the denominator in calculating the percentages.

<b>1. Outdoor Spaces and Buildings</b>	<b>Agree</b>	<b>Disagree</b>
Sidewalks, pathways, trail, and streets are well-maintained, non-slip, cleared, well-lit and accessible.	56%	44%
Snow removal of roads and parking areas is prompt and considerate of seniors.	59%	41%
Streets and sidewalks accommodate wheelchairs and scooters	70%	30%
Public washrooms are accessible, located conveniently and accommodate people with a variety of disabilities	74%	26%
Accessible benches are located along sidewalks, paths or trails and are spaced at regular intervals	77%	23%
Action is taken in the Brandon community to lower crime rates	74%	26%
Buildings are accessible, with ramps and few stairs, non-slip flooring, and accessible washrooms	78%	22%
Parking lots are well-maintained, cleared, well-lit, and located near buildings for easier access	83%	17%
Parking lots have an acceptable number of handicap parking spaces	81%	19%
Services (ie. grocery stores, community centres) are located near where seniors live and are accessible	70%	30%
<b>2. Transportation</b>	<b>Agree</b>	<b>Disagree</b>
Roads/streets are well-maintained, well-lit and have clear signage	57%	43%
Lines on pavement are clear and visible	58%	42%
Crosswalks are well marked and signed.	87%	13%
Designated speed limits are appropriate for their locations	78%	22%
Drop off and pick up locations near buildings are conveniently located	89%	11%
Affordable and accessible transportation is available	72%	28%

A volunteer and/or informal network of drivers is available for those who need transportation	68%	32%
Accessible transportation is available to take people to health appointments out of the community	74%	26%
The above mentioned transportation services would be helpful in the community	95%	5%
I rely mainly on friends and relatives for transportation in the community	59%	41%
Information is available to seniors regarding transportation options/services	77%	23%
<b>3. Housing</b>	<b>Agree</b>	<b>Disagree</b>
Different types of appropriate and affordable housing are available	41%	59%
Housing is located close to services	55%	45%
Affordable supports are available to help older adults stay in their homes	72%	28%
Assisted living options are available	78%	22%
"Alert systems" are available for people living alone	88%	12%
Affordable long term care options are available	59%	41%
Families do not need to be separated when one member needs long term care	61%	39%
General maintenance of homes is available for seniors on fixed incomes	44%	56%
Affordable services such as yard maintenance and snow clearing are available for older adults	58%	42%
Information on financial assistance programs for home modification and maintenance is readily available to seniors	56%	44%
Information is available to seniors regarding housing options and costs	66%	34%
<b>4. Respect and Social Inclusion</b>	<b>Agree</b>	<b>Disagree</b>
Older adults are generally treated respectfully	86%	14%
Community activities bring together different generations	89%	11%

Older adults are asked to participate in meetings in the community and their contributions are recognized	78%	22%
Efforts are made to reduce and eliminate ageism in the community	70%	30%
<b>5. Social Participation</b>	<b>Agree</b>	<b>Disagree</b>
There is a range of social events for older adults of all ages	88%	12%
Activities include physical, recreational, indoor and outdoor, educational and cultural events	90%	10%
Activities and events are held in locations that are accessible for all and well-publicized	72%	18%
There is a system to ensure “shut in” seniors social contacts	58%	42%
The needs of older adults who are not interested in participating in community life are identified and respected	77%	23%
Supports are available to allow caregivers to participate in social activities	75%	25%
<b>6. Communication/Information</b>	<b>Agree</b>	<b>Disagree</b>
Information about community events and activities is posted where older adults do their daily activities or gather	86%	14%
Written communication is printed in large enough print with dark print on light paper	65%	35%
Older adults are asked to share information with other older adults	65%	35%
Achievements of older adults are highlighted in local media	73%	27%
Access to and training for computers and the Internet are available and appropriate for older adults	79%	21%
Information for older adults who are socially isolated is delivered by phone or personal visits	54%	46%
<b>7. Civic Participation and Volunteering</b>	<b>Agree</b>	<b>Disagree</b>
Volunteer opportunities provide intergenerational involvement	93%	7%

Older adult employees are fairly compensated for their work	68%	32%
Older adults are encouraged to volunteer and remain engaged in the community	92%	8%
There are a range of paid employment opportunities for seniors	48%	52%
<b>10. Community Supports and Health Services</b>	<b>Agree</b>	<b>Disagree</b>
Physicians are available to the community	81%	19%
Public health nurses are available at health centers and to make home visits	84%	16%
Specialists' services are readily available	50%	50%
Health care staff are respectful, helpful and trained to work with older adults	90%	10%
Home health, personal care and support services are available and affordable	78%	22%
Communal meal programs are available and affordable	93%	7%
Delivery of groceries, medicines, meals and other needs is available and affordable	88%	12%
Health services such as occupational and physical therapy, vision, dental care and foot care are available	95%	5%
Affordable palliative care is available	88%	12%
Programs such as mental health services, mammograms, diabetes clinics and cancer support groups are available	97%	3%
Medical equipment rental or loans are available	90%	10%
Caregiver supports such as respite and adult day program are available	92%	8%

**Results: Overall Priority Rating**

Domain	Priority Rating							
	1	2	3	4	5	6	7	8
<b>Outdoor Spaces and Buildings</b>	6	6	13	18	12	19	26	36
<b>Transportation</b>	12	30	30	23	7	14	15	7
<b>Housing</b>	72	21	8	8	10	4	6	7
<b>Respect and Social Inclusion</b>	13	11	17	20	31	20	15	7
<b>Social Participation</b>	8	12	18	16	29	26	17	12
<b>Communication and Information</b>	15	12	18	26	13	20	19	10
<b>Civic Participation and Employment Opportunities</b>	7	4	7	14	19	21	21	41
<b>Community Support and Health Services</b>	49	41	14	7	4	7	9	9

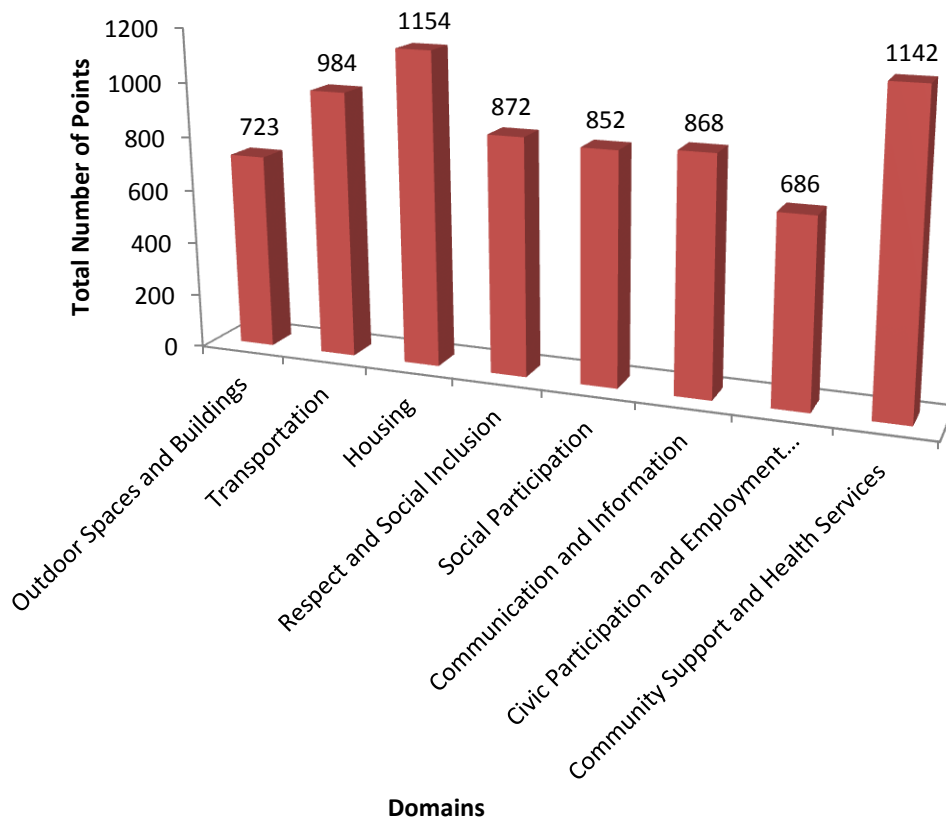


Figure 2: Age-Friendly Domain Priority Ratings



### Qualitative Data: Community Consultation Focus Groups

The following statements were recorded during six community consultation focus groups throughout the City of Brandon during the months of September to November.

#### River Heights Terrace – Oct 11<sup>th</sup>/12

- Feels that the City of Brandon is doing a good job – just moved into River Heights Terrace
- More bathrooms would be an asset
- Benches are adequate
- Slopes on the intersections are too steep

#### Seniors for Seniors – Oct 18<sup>th</sup>/12

##### Outdoor Spaces and Buildings

- Inconsistent clearing of sidewalks and streets etc
  - o Particularly in front of vacant buildings
  - o Spaces that are cleared interspersed with those that aren't
- “Terrible curbs”
  - o Difficult for wheelchairs, walkers, canes, scooters
- McTavish Ave on the East Side is particularly inaccessible
- Ice is “a big problem”
  - o No salting
- 8<sup>th</sup> St bridge
  - o Pedestrians and people on scooters/wheelchairs must go on the street to get past because they can't get onto the sidewalk due to snow and poor conditions
  - o “Get in trouble for walking on the street but you can't get on the sidewalk”
- “Everything stops at 6<sup>th</sup> St” in between 6<sup>th</sup> and 1<sup>st</sup> re: benches, clearing, etc
- More seniors and handicap parking is needed
- Restaurants aren't accessible
  - o Difficulty getting access with scooters, etc
  - o Doors are not angled properly, you can “get stuck”

##### Transportation

- Signs are not consistently placed, they are often hidden by trees, etc, and they are not well-maintained
- The 9<sup>th</sup> St one-way “doesn't make any sense”
  - o The angled parking should be on the other side of the street
- Speed limits are good
  - o School zones should be slower
- Handi-Transit has a problem with high wheelchairs
  - o “The woman had to try to duck her head down in order to fit in the Handi-Transit bus but couldn't go to an appointment in Winnipeg because her chair would not fit”
- Seniors for Seniors transportation system is very helpful

- Volunteer drivers
- People sign up for service and volunteer drivers are assigned to them
- Reimbursed for their gas money
- More info and advertising is needed for the service, people are unaware of it
- Many are dependent on family to drive them
- A bus stop is needed at Lion's Manor, the Corral Centre, and the Shoppers Mall to provide

### Housing

- No grocery stores downtown
- Long waiting times and wait lists
- Not enough affordable housing options
- An affordable range is 1100 to 1200 per month
- There is a need for increased options for supported and assisted living
- Snow Angel Program
  - "Good idea"
  - "Encourage it"

### Respect and Social Inclusion

- "Seniors are respected mostly in their own age group"
- "I don't think intergenerational events will work"
- "It is a wake-up call when someone calls you an older person"
- Seniors are not acknowledged enough

### Social Participation

- "If a person wants to get out and do something, they could"
- More advertising of events and programs is needed
  - CKLQ, Channel 12, Bulletin Boards, flyers, paper
- "East End Community Centre is wonderful"
- At the winter festival, the lines are too long and it is not accessible for seniors
  - Suggested Senior-Friendly afternoon
  - Suggested a Senior's Pass to cut the line
- "I think I have too much community participation"
- "Many people become unaware but this is by their own design"
  - "It's too bad"
  - "This is where family should come in"
- Family contacts are important
- Some programs encourage those who are alone to come out and facilitate their attendance

### Communication and Information

- Poor planning by the City in terms of the Mayor's Lunch
  - "Always unsure of times and then it's over and missed"
- Dedicated info line for the City
- Access 12 is the best form of communication

- “It would be helpful if Brandon had its own tv station”
- Use internet mainly for communication
  - o “I use it for research for medical info”
  - o Not used to find out about events
  - o “We don’t have a computer”
- Many mostly use the phone because it is more personal

#### Civic Participation and Volunteering

- “Volunteers don’t look for recognition or they wouldn’t be volunteering, they would be working”
- If you want to volunteer, there are lots of opportunities and choices
  - o Some are not conducive to senior’s lifestyles and abilities (ie. standing for long periods of time and climbing stairs) but “it’s natural”
- All attendees said they do some form of unpaid work

#### Community Support and Health Services

- “Once seniors are more aged, physicians back up a bit”
  - o There is a decrease in quality of services
  - o Could be caused by a shortage of doctors
- Unaware of any gerontologists but believe that having one would be a “good idea”
- Long waiting times, especially in emergency
- It would be nice to have in-home medical services but “this is not our reality”
- The clinics on 6<sup>th</sup> St between Rosser and Princess are terrible for wheelchair and scooter accessibility
- The locations of clinics are inconvenient
  - o 6<sup>th</sup> St clinic is uphill
  - o McTavish Ave clinic has no parking
- Home care only does the basics when it would be helpful and possible for them to do more
  - o Maybe their job scope should be increased
  - o Consistent workers would be helpful
  - o Poor reliability (showing up late or not showing up at all)
  - o Language barriers
- Costs are covered by the government but extras are not and they are not affordable for everyone
- Rate the health care system as a 3 – 5 on a scale of 1 – 10
- Believe the problem is shortage of staff

#### Additional Concerns/Comments

- Stan’s IGA delivers right to your door
- There are transportation services for shopping
- Shopping services are not well advertised
- Some pharmacies deliver right to your door
  - o No automatic refill, you must call it in
  - o This is a “very helpful service”
- Communal meals

- Prairie Oasis, meals on wheels
- Kin Village has no communal kitchen or meals
- Lion's Manor has one/week but the turnout is decreasing, the food gets boring
- Seniors on social assistance can't afford communal meals
- Seniors for Seniors delivers meals to a certain building on 20<sup>th</sup> St once/week but they need to know who wants it
- St. Augustine's church delivers meals to your door for \$12.50
- Private health care (ie. PT, vision care, massage) is not affordable
- If you aren't covered by MB health, some services are NOT affordable
  - Vision care is necessary but costly and they must "sacrifice something else to be able to fit it into the budget and afford it"
  - These services are accessible but not affordable
- "Worst thing they ever did was close the mental hospital"
- Diabetes
  - Belief that only the doctor can check for it at an appointment
  - Unaware of screening clinics offered publicly
- Flu shot clinics are well-advertised
  - Best communication is in the paper
- Health care equipment rentals are available in Brandon but may not always be affordable
- Safety in the downtown area is an issue
  - More foot patrols by police in that area would increase a sense of safety
- Bicyclists don't respect pedestrians
- Vehicles coming out of laneways don't watch for pedestrians

### **Prairie Oasis – Oct 25<sup>th</sup>/12**

- Many people are unable to take their pets with them when moving into assisted living or an apartment
- Some can go to the Humane Society to visit with animals
- When you live alone, pets are company
  - It has been proven that elderly people with cats are happier
- I won't get into the co-op that's being built, but I am hoping to get into the next one

### **Sportsplex Aquafit Coffee Club – Oct 29<sup>th</sup>/12**

- What we need is a multi-care facility
  - Regina has a facility with various floors that have different levels of care
  - This is needed for married seniors, with one needing care and the other independent
- The [Brandon Air] Shuttle is very good. It takes you right to the door.
- Personal Care Homes
  - It would be good to have lower rates for those who can't afford it
  - Those who are well-off should not be penalized for having money and have to pay more because of it

- Those who have lower socioeconomic status are not treated any differently in the PCHs – my father is treated very fairly and he is not well off
- A lot of cases at PCH where they aren't treated well
- It takes a special person to work there
- They need to screen workers better
- Residents are punished when their family members advocate for them
- I wish they had more workers at meals to take more time to feed them so the choking risk is decreased. They will be able to real food instead of minced or cut up.
- The process of moving to PCH was easy
- The doctor was very helpful and compliant in helping to convince my family member that he needed to be in a PCH
- I don't think there is affordable housing
  - They are just building condos
- I wish we had mandatory testing for driving
- My mom's 99 and still in her home
- I'm very glad they kept the sportsplex open
  - The Mayor kept it open
- 25 – 30 people come to Aquafit, even from out of town
  - Every day Mon to Fri
- I still use my motor home to go camping
- The Thursday paper is very informative
- There are lots of activities out there, but maybe people don't read it or take the initiative to get out

### **Hobb's Manor - Nov 13<sup>th</sup>/12**

#### Outdoor Spaces and Buildings

- After the end of Hobb's Manor, there is snow on the sidewalks
  - There are no homeowners or businesses to clear it
- Around public parks, the sidewalks are not clear
- The sidewalks are broken up and are hard for people using walkers
  - Asphalt would work better than cement
  - Even walking is difficult
- The shrubs are not trimmed, you have to go on the street to get around it or duck under them
- Outdoor washrooms are subject are subject to vandalism
- There are not many public washrooms in this area
- The downtown area is good for benches
- Patrol cars circulate the area a lot (especially around 1 – 3 AM)
- I feel safe in this area but not at night
- Hurl's has a ramp at the back and I have no problem with it
- There is not enough parking space here [at Hobb's]
- There is generally not enough Handicap parking
  - It is a real problem
  - It is really bad at the hospital

- There are not many at the Shopper's Mall
- The Brandon Clinic has added Handicap stalls
- Medical clinics in Brandon could use more

### Transportation

- Vic Ave W
  - I can't see the curbs and the lighting is poor
  - I have asked that they be painted yellow, but it has still not been done
- There is poor lighting on many streets
- Street signs are too small
- Signage is not located properly, it is too small
- There are often branches covering signs
- Lines on the road are not clear or visible
  - This is worst at night
- Better lighting is needed at Vic and 11<sup>th</sup>
  - A crosswalk light is needed
- The crosswalk at Princess and 15<sup>th</sup> is awful
  - There is no light
  - I once waited 10 minutes to cross
- Handitransit and taxis come right to the door
- Sunday bus service is needed, as well as after 6 on Saturday and they are needed every half hour instead of every hour
- It is difficult to figure out the bus system to plan routes

### Housing

- Coffee breaks with the mayor are a very good thing. They are very informational.
- Waiting lists are long
- Hobb's Manor is in a good location
  - There are accessible services nearby
  - There is no coffee shop close by
- Grocery stores are an issue in this area, except for Hurl's
  - I have to walk to Superstore
- Assisted living is not well known
- Home supports are available but not accessible to some due to cost
- Lifeline is the only option we are aware of for alarm systems
- An alarm system in place in each room would be a good idea
  - May be too much to manage
- There are not enough long term care (LTC) options available
- Doctors need to put you on a waiting list very early to get in
- LTC is affordable but there are not enough options
- Couples are often separated in LTC
  - Eventually they can move in together but not right away
- I have to arrange my own ride or take the Airport Shuttle to get to Winnipeg for appointments
- I was told I was too young for modifications to my home

### Respect and Social Inclusion

- There are good and bad times
- I interact with my grandchildren
- It would be nice to have teens come to visit
- I would go to a teen centre to visit
- Community participation options are available if you want it
- We get our info through social networks, CKLQ, Channel 12
  - o Thank God for Channel 12
- Sometimes I feel ageism
  - o In certain grocery stores, I have been pushed aside by younger people

### Social Participation

- I am involved in the community through my grandkids
- There are fantastic programs in the building
  - o They are well-rounded
- It would be nice to see more activities in the park for seniors
- There are enough activities but they are not close enough
- The activities are not well publicized and they have poor turnouts
- Those who are 'shut-in' don't know they need help
- The RHA comes every Thursday
  - o This is advertised on our building board
- Lots of people need personal invitations to go out

### Communication and Information

- CKLQ, Access 12
- There are bulletin boards in the building
- I get information from What's On in the newspaper
- Sound-off
- None of the attendants use the internet
- The majority of information is easy to read with large-print
- We use social networks
- You don't see recognition of seniors' accomplishments
- On Remembrance Day the veterans were recognized
- Many would be interested in computer training
- Some of us have cell phones but we don't text
- An info line would be wonderful to report complaints and ask questions

### Civic Participation and Volunteering

- Many seniors are very active in volunteering because they have more time
- No one is actively recruiting senior volunteers
  - o Seniors must find positions for volunteering
- Younger seniors are more active in volunteering than older seniors
- We think a recruiting day for volunteering would be valuable
  - o They could make a calling list and database
- There are available jobs for seniors

### Community Supports and Health Services

- It is hard to find new doctors
- It is easy for some people to get appointments but difficult for others
- I usually have a 1 day waiting time , which is very acceptable
- I have seen public health nurses here
- I use Health links and the RHA for health information
  - o They have resource people that I can call on the phone
  - o It is an easy process to connect with them
- Specialist services are not readily available
  - o I find that vision services are an issue
  - o There are long waiting lists
  - o I have to go to Winnipeg for specialist services
- I sometimes feel respected by health care providers
- I feel very much respected by health care providers
- There is a slow response when ringing the bell in the hospital
  - o I was once ringing because someone else in my room needed help and they shut off my bell
  - o Very few do things like that though
- Satisfaction forms are given now before discharge, which is a good idea
- Home care is available but I don't know if it's affordable
- About half of our residents attend a communal meal
- Deliveries are both available and affordable
- Extra health care services are available
- Overall, the health care system is doing a good job
- A registry for used equipment would be useful
- Services are wonderful and available, but communication of it needs to be improved
- Health devices can be rented or bought
  - o Swap n shop
  - o There are used devices for sale
  - o They can be very costly, but they don't need to be

### Victoria Landing - Nov 15<sup>th</sup>/12

#### Outdoor Spaces and Buildings

- There's been quite an improvement in sidewalks and roads in the past few years
- I use a walker and I find that they are cleaning the streets adequately
- The corners for crossing the street at any corner have a lot of snow and are difficult to cross
- Due to our location, sidewalks are coming up on Victoria, wherever the trees are
- 4 of us use walking aides
- It is a lot easier to get around in the summer
- There are lots of benches around the hospital and on the trails
  - o There are lots of places to rest in the city
- Handicap parking is very helpful
  - o There are occasions where there are not enough Handicap parking spaces



- There is good parking at Victoria Landing
- Victoria Landing is well located for access to other services

#### Transportation

- We have a shuttle bus that runs every day except Saturday
- I don't need to have a car here
- We just make an appointment at the front desk
- There is a van and a small car
- Transportation is very accessible at Victoria Landing
- We use Handi-transit or the bus after 3 PM
- There is no bus stop between Victoria Landing and Lion's Manor
  - o Between the residents of the two buildings, it would be very helpful to have a bus stop and it would be well utilized

#### Housing

- I moved to Brandon from a smaller community because it's more accessible and there are more services
- There are not a lot of options in Brandon for facilities that have the same services offered here
- The waiting lists are not long now but they used to be

#### Respect and Social Inclusion

- The majority of us feel respected by the younger generation
  - o The younger generation is more respectful than we were in our day
- We have interaction with young workers who work for Victoria Landing
- Students came in to interview the veterans that live here before Remembrance Day
- 29 veterans live in our building

#### Social Participation

- There are activities in the building and you can attend them if you want to
- I'm active in the Rotary Club
- I feel that we have enough activities here
- I attend the Eastern Star Club and go to church
- You can be as busy as you want to be
- There are a lot in this community who cannot be involved due to their health

#### Communication and Information

- Newspapers are delivered to our suite doors by the Brandon Sun
- The Westman Journal is delivered on Wednesday
- Most of us have tv
- I don't see too much on tv locally
- I listen to the radio, CKLQ
- Our building bulletin board lists internal activities and they are clear and easy to read
- Westman has local news

- Channel 12 has events
- I follow what's happening with City Council
- Most of us use landlines and some have cell phones
- There are 2 computers with internet access available in the building
- I use Facebook and Skype to stay in contact with people
- I would be interested in computer training to teach us about updates
  - It would be useful for general help with computer usage and to answer questions

#### Civic Participation and Volunteering

- There is work to do in the building
- I would love to volunteer but my health doesn't let me

#### Community Supports and Health Services

- It was difficult to find a physician during my transition to Brandon
- I was lucky, I found a doctor right away
- With a family doctor, personal approach is important
- Appointments need to be scheduled 3 months ahead
- The nurse here [at Victoria Landing] helped me find my current doctor
- There is a nurse on staff here 4 days a week
  - She talks to each resident once a day and follows up on everybody
- When I first went to the hospital, I felt like it was "factory medicine"
  - There was no time or information given
- Pharmacists are helpful for medication information
- The nurse helps with medication information

#### General

- The food here is not entirely suitable for older people
  - It is pre-prepared and there are not enough fresh vegetables
- The food is not always hot
- There is an easy process for grocery delivery right to our suites at a cost of \$4 from Stan's
- Pharmacy delivery is easy and great
- Foot care is available right here
- I have no problem with vision or dental
- Rental or use may be affordable but it may not be accessible due to the need to meet requirements such as personal health and home environment
- I must take health trips to Winnipeg
  - I arrange my trips privately
  - I take the Airport Shuttle and for an extra \$20, they take me right to my appointment
  - I travel to Winnipeg approximately every 6 months
  - Costly if you're in a wheelchair or other motorized aid because you have to rent an accessible bus or van
- With Handi-Transit, you require someone to get the person in and out of the vehicle