Age-Friendly Kingston

Focus Group Summary Report

Report to the Seniors Advisory Committee
April 2012
Phase 1:

Age-friendly Focus Groups

The first phase of the WHO Age-Friendly Cities Project involved assessing the City’s strengths and weaknesses in promoting active ageing. The process followed the WHO’s “bottom-up” approach and gathered information about “the lived experience of older persons regarding what is, and what is not, age-friendly, and what could be done to improve the community’s age-friendliness.”

This was achieved through hosting six focus groups in January and February 2012 with 62 citizens between 45 and 83 years of age. Staff utilized the WHO’s “Vancouver Protocol” methodology for these focus groups.

Information was gathered on the eight key categories of an age-friendly city: outdoor spaces and buildings; transportation; housing; respect & inclusion; social participation; communication & information; civic participation & employment; and community supports and health services.

The summary that follows identifies barriers that were identified frequently in the focus group, notable quotes from participants and some pictures that illustrate the barriers identified.

The WHO in their methodology requires at least five focus groups be held, that the participants be recruited from across the geographical community and that efforts be made to have representation from those with a range of disabilities and socio-economic status.

In order to demonstrate the socio-economic sample represented by the focus group participants, a socio-demographic profile of the participants is included.
## Focus Group Participant Information Summary

### 1. Focus Group Date

<table>
<thead>
<tr>
<th>Date</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 23rd</td>
<td>12</td>
<td>19%</td>
</tr>
<tr>
<td>January 24th</td>
<td>12</td>
<td>19%</td>
</tr>
<tr>
<td>January 30th</td>
<td>10</td>
<td>16%</td>
</tr>
<tr>
<td>February 1st</td>
<td>7</td>
<td>11%</td>
</tr>
<tr>
<td>February 7th</td>
<td>10</td>
<td>16%</td>
</tr>
<tr>
<td>February 9th</td>
<td>11</td>
<td>18%</td>
</tr>
</tbody>
</table>

### 2. Your Age on December 31, 2011?

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>45-49</td>
<td>6</td>
<td>10%</td>
</tr>
<tr>
<td>50-54</td>
<td>7</td>
<td>11%</td>
</tr>
<tr>
<td>55-59</td>
<td>6</td>
<td>10%</td>
</tr>
<tr>
<td>60-64</td>
<td>15</td>
<td>24%</td>
</tr>
<tr>
<td>65-69</td>
<td>10</td>
<td>16%</td>
</tr>
<tr>
<td>70-74</td>
<td>9</td>
<td>15%</td>
</tr>
<tr>
<td>75-79</td>
<td>4</td>
<td>6%</td>
</tr>
<tr>
<td>80-84</td>
<td>5</td>
<td>8%</td>
</tr>
</tbody>
</table>

### 3. Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>19</td>
<td>31%</td>
</tr>
<tr>
<td>Female</td>
<td>43</td>
<td>69%</td>
</tr>
</tbody>
</table>

### 4. I would consider myself a…. (check all that apply)

#### Caregiver
- 8

#### Service Provider
- 6

#### Representative of Gov't Organization
- 2

#### Representative of a non-government organization
- 3

#### Representative of municipal government
- 0

#### Business person/merchant
- 1

#### Resident of City of Kingston
- 62

#### Other, please specify:
- 4

- KFLA Falls Prevention Ambassador
- Volunteer, community activist
- Community volunteer
- Trail Spear header, cycling enthusiast

### 5. Current Living Arrangements (check all that apply)

<table>
<thead>
<tr>
<th>Arrangement</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own</td>
<td>42</td>
<td>74%</td>
</tr>
<tr>
<td>Rent</td>
<td>15</td>
<td>26%</td>
</tr>
<tr>
<td>Retirement Home</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Long Term Care</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Live Alone</td>
<td>23</td>
<td>37%</td>
</tr>
<tr>
<td>Live with Spouse or Partner</td>
<td>32</td>
<td>52%</td>
</tr>
<tr>
<td>Live with Children</td>
<td>8</td>
<td>13%</td>
</tr>
<tr>
<td>Live with Other Relatives</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Live with Friends</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Live with Unrelated Caregiver</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>
### 6. Total Number of People in Household including self?

<table>
<thead>
<tr>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>25</td>
</tr>
<tr>
<td>Two</td>
<td>26</td>
</tr>
<tr>
<td>Three</td>
<td>2</td>
</tr>
<tr>
<td>Four or More</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
</tr>
</tbody>
</table>

### 7. Employment Status today

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retired</td>
<td>38</td>
<td>62%</td>
</tr>
<tr>
<td>Work Full Time</td>
<td>15</td>
<td>25%</td>
</tr>
<tr>
<td>Work Part Time</td>
<td>7</td>
<td>11%</td>
</tr>
<tr>
<td>Unemployed</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>61</td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### 8. Annual Household Income

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under $25,000</td>
<td>9</td>
<td>16%</td>
</tr>
<tr>
<td>$25,000-$49,999</td>
<td>14</td>
<td>25%</td>
</tr>
<tr>
<td>$50,000-$99,999</td>
<td>17</td>
<td>31%</td>
</tr>
<tr>
<td>Over $100,000</td>
<td>15</td>
<td>27%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>55</td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### 9. Where were you born?

<table>
<thead>
<tr>
<th>Country</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada</td>
<td>48</td>
<td>80%</td>
</tr>
<tr>
<td>Other, please specify:</td>
<td>12</td>
<td>20%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60</td>
<td><strong>100%</strong></td>
</tr>
<tr>
<td>Switzerland</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Romania</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>USA</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Netherlands</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

### 10. Languages Spoken at Home

<table>
<thead>
<tr>
<th>Language</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>61</td>
<td>98%</td>
</tr>
<tr>
<td>French</td>
<td>3</td>
<td>5%</td>
</tr>
<tr>
<td>Other, please specify: (German, partially multilingual, Finnish, Dutch)</td>
<td>4</td>
<td>6%</td>
</tr>
</tbody>
</table>

### 11. Highest Level of Education

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Secondary</td>
<td>7</td>
<td>11%</td>
</tr>
<tr>
<td>Trade School</td>
<td>3</td>
<td>5%</td>
</tr>
<tr>
<td>College/University</td>
<td>51</td>
<td>84%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>61</td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
### 12. Health Rating

<table>
<thead>
<tr>
<th>Rating</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>24</td>
<td>40%</td>
</tr>
<tr>
<td>Good</td>
<td>27</td>
<td>45%</td>
</tr>
<tr>
<td>Fair</td>
<td>8</td>
<td>13%</td>
</tr>
<tr>
<td>Poor</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>60</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

#### 13. Do you have health problems that limit your ability to do normal daily activities?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th><strong>Total</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>43</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

#### 14. Do you drive own vehicle?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th><strong>Total</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>49</td>
<td>13</td>
<td>62</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

#### 15. Do you use Kingston Transit?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th><strong>Total</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>40</td>
<td>58</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

#### 16. Do you use the Kingston Access Bus?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th><strong>Total</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>57</td>
<td>62</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

#### 17. If indicated caregiver in question #4, is the person you care for...

<table>
<thead>
<tr>
<th>In household</th>
<th>In another household</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>38%</td>
<td>63%</td>
</tr>
</tbody>
</table>

#### 18. Hours of Unpaid Care Per Week

6 Responses - 218,3,10,50,6,20

#### 19. How did you hear about Age-Friendly project?

<table>
<thead>
<tr>
<th>Method</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newspaper</td>
<td>43</td>
</tr>
<tr>
<td>Website</td>
<td>4</td>
</tr>
<tr>
<td>Radio/TV</td>
<td>0</td>
</tr>
<tr>
<td>Poster</td>
<td>1</td>
</tr>
<tr>
<td>Email</td>
<td>8</td>
</tr>
<tr>
<td>work/business associates</td>
<td>1</td>
</tr>
<tr>
<td>Other, please specify:</td>
<td>8</td>
</tr>
<tr>
<td>Friendship Blooms NKCHC, friend, word of mouth, MAAC, Health Unit</td>
<td></td>
</tr>
</tbody>
</table>
Outdoor spaces and public buildings

The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people and affect their ability to “age” in place.

Common barriers

- Lack of benches
- Limited accessible parking
- Lack of washrooms
- Uneven sidewalks with obstacles
- Accessibility in downtown buildings
- Courtesy crosswalks

For three seasons the sidewalks are pretty good but not in the winter. Although winter maintenance has improved over the last decade.

– Focus group participant

The courtesy crosswalks make no sense, the drivers do not stop and it is very dangerous.

– Focus group participant
What you said about outdoor spaces and public buildings

**Roads and Sidewalks**
- Count down signals are good but should increase the amount of time to cross at some locations (ie. Princess at Ontario)
- Courtesy crosswalks should be changed to permanent crosswalks and provide more of them throughout the city
- Not enough is done to remove the snow/ice from the sidewalks. The condition of the sidewalks in the winter prohibits people from walking
- Drivers do not stop at courtesy crosswalks
- Sidewalks are not well maintained in some areas of the City, (cracks, uneven, dangerous)
- Shopping malls, like Rio Can and Kingston Centre are not pedestrian friendly. There are no pedestrian routes through the parking lots.
- Cobblestone pavers problematic – trip hazard and slippery
- More benches along the streets. Lower Princess Street has many benches but other streets lack benches, (King Street)
- Businesses in the downtown area are not consistent in keeping the sidewalks cleared of snow and ice.
- More audible traffic signals
- Layout of sidewalk system is problematic – not connected, not continuous, dead end at odd locations. Some areas have no sidewalks while others have sidewalks on both sides of the street.

**Parks and Green Space**
- Lots of wonderful green spaces and parks in Kingston, especially the waterfront
- Some parks (Lake Ontario Park and Doug Flurher) need upgrading and more activities
- Need activities for seniors in the parks, suggestion – adult playground – fitness equipment, chess boards
- Need accessible washrooms in the parks
- More covered spaces, benches and paved walkways

**Public and Commercial Facilities**
- City of Kingston buildings are very accessible. Great improvements have been made over the past decade
- Many of the downtown commercial buildings are inaccessible with a step at entry, no automatic door openers and the washrooms are in the basement
- Outdoor patios and sandwich board signs become barriers for those with disabilities
- Convenience stores lacking in the outer areas of Kingston, too many box stores and not enough of the local retail stores
- Suggestion to reinstate the “Yellow Chair” program providing a place to sit in a downtown business without the pressure to purchase
- The Princess Street Promenade should take place more frequently rather than just once in the summer
- Downtown businesses close too early

**Other concerns**
- Don’t turn Kingston into an Ottawa or Toronto. Encourage heritage and keep the trees.
- Need more garbage, recycling containers along the sidewalks, more public washrooms and pay phones.
- Warm up/cool down centres are a great idea as well as free water refills.
Transportation includes walking, biking, public transit, roadways, taxis and parking. Providing affordable accessible public transport is a key factor influencing active ageing.

**Common barriers**

- Distance between bus stops
- Lack of accessibility at bus stops and shelters
- Inconvenient timing on routes on Kingston Transit
- Need for separate lane for bicyclists
- Street signage
- Lack of accessible taxis
- Lack of parking at hospitals and very expensive

"I still drive so I don't need to rely on public transportation."
– Focus group participant

"Kingston Transit service is reduced at 7:00 p.m. which limits what you can do in the evening."
– Focus group participant
What you said about transportation

Public Transit

- Bus shelters and bus stops are not accessible, especially in winter months
- More bus shelters, heated bus shelters, bus shelters with seats, more lighting
- Bus stops not located at a reasonable distance nor in strategic locations
- Schedule should be posted in the bus shelter
- Colour code the routes rather than just numbering them
- Drivers are leaving the stops before the passengers are seated
- Low floor buses are excellent
- Most drivers are very courteous
- Buses do not run frequently enough and for long enough – amount of time it takes to get anywhere is not workable for many people
- Limited or no service in the rural area
- Stops too early in the evening and there is no service on statutory holidays
- Announcing of stops is a good tool but is used inconsistently and announced too close to the actual stop
- Offer bus passes to lower age group than the current age for senior

Roads and Parking

- Hospital parking is too limited, too expensive and the time limit of two hours at the meters is unreasonable
- Enforcement of accessible parking spaces needs to be increased
- Accessible parking spaces needs to be increased and should be free
- Install meters at the accessible parking spaces rather than pay and display
- Larger street signs that are easier to read
- The congestion in the downtown area in the late afternoon makes it difficult to get anywhere
- Park and Ride should be promoted
- Speed bumps are good for traffic calming
- Look at cooperation between private and not for profit parking lots for use in the off hours (ie. church parking lots)
- Traffic lights are well-timed on major downtown streets
- Parking downtown is cheap and easy especially the one hour free parking in the lots

Other concerns

- Need public awareness about courtesy seating, travel and trip planning
- Need accessible taxis
- Need public awareness about Kingston Access Bus
- Electric scooters and wheelchairs on the road are dangerous

Cycling

- Require segregated bike lanes and more of them
- The chevrons on Brock and Johnson Street are dangerous
- Bike lanes should be painted to make them more noticeable
Housing

Housing is essential to the safety and well-being of everyone. There is a link between appropriate housing and access to community and social services in influencing the independence and quality of life of older people.

Common barriers

- Affordability to a wide range of income groups
- Support services to remain at home
- Retrofitting homes for accessibility and safety
- Maintenance of home and property
- Zoning restricts housing options
- Access to shopping and services
- Lack of housing options

The City should construct housing to allow the older person to be independent. i.e. bungalows, and easy access to amenities.

– Focus group participant

When my circumstances changed, my house became inaccessible and I had no choice but to move.

– Focus group participant
What you said about housing

Locations and neighbourhoods

• Ability to age in place
• Retirement and nursing homes should not be located far from the community
• New housing should be built in close proximity to amenities and services
• Require community areas in apartment developments to allow occupants to socialize
• If housing could be integrated for different age groups rather than “seniors” creates a real community
e.g. Co-op housing – encourages aging in place
• Bowling Green is a great model for independent living but support services in building
• Most prefer to stay in their current home if it could be made accessible and support services are available
• Apartments at Rideaucrest are great and cuts down on health care costs
• Require day support for individuals to live in own home, ie yard maintenance, grocery delivery

Design and layout

• Many Kingston homes are difficult to renovate due to the age of the homes
• Need to find incentives for builders to construct homes more creatively to higher standards for accessibility
  than the Ontario Building Code
• Build bungalows at grade, flex homes for easier conversion at a later date
• Require new barrier free affordable housing

Affordability

• Not enough housing options for middle/low income older people
• Lots of high end retirement homes but not affordable to many on fixed incomes
• Wait times for subsidized housing units for low income families is too long
Social inclusion is the extent to which older people are able to participate in the social, civic and economic aspects of their community. It includes things like being treated with respect and being accepted by everyone in society.

**Common barriers**

- Lack of intergenerational connections through schools and community programs
- Perceptions of seniors
- Lack of awareness about disabilities
- Lack of respect and courtesy
- Stereotyping

“Once you become older, you become invisible and no one looks out for you.”

“People in Kingston are generally friendly, supportive and helpful.”

“Inclusion is not only an age issue but income, culture, etc. Promote diversity.”

– Focus group participants
What you said about respect and social inclusion

- Need to find and create opportunities for youth to interact with older people
- Do not assume everyone has newest technology, i.e. computer, cell phone. Require face to face service
- Use the expertise and experience of older people. Begin a “Human Library” one-on-one interviews. It is an international concept
- Not everyone shopping is in a hurry, some want a social experience ... create a “slow line” in stores for those not in a hurry
- The Chamber of Commerce and Downtown Kingston need to focus on seniors
- Businesses require customer service training on understanding seniors especially at large box stores – how to communicate and provide service
- Banks are doing a good job with accommodating and customer service for seniors
- “Enter password on screen” is not useful for those with a vision disability
- Students should be more respectful of seniors
- Single people feel more isolated than couples
- Once you become 60 people under 30 don’t know you exist
- Many stores give senior discounts and senior parking spaces
Social Participation

The WHO confirms that social participation and social support are strongly connected to good health and well-being throughout life. Participating in leisure, social, cultural and spiritual activities with family members and other people in the community allows older people to continue to exercise their competence, develop respect and esteem, and maintain supportive, caring relationships.

Common barriers

- Access to information
- Transportation
- Affordability
- Availability of neighbourhood-based programs
- Limited intergenerational activities

“Easy to participate if you have the money, health, transportation.”

– Focus group participant

“I am so busy now that I don’t remember how I could have worked. Events, volunteering, swimming.”

– Focus group participant
What you said about social participation

- Lots of cultural and social events for varying interests – easy if you have money, health and transportation
- Discounts and better transportation to the Grand Theatre, K-Rock etc
- Too hard to get out and too expensive
- More opportunities for meeting new people
- Lots of special events and activities downtown, would be good to have activities throughout the city
- Need more programs and activities in the rural area of the City
- Need community calendar of events posted on line and available in print
- Market Square is a wonderful gathering place, great market, skating, movies in the square
- Free or low cost courses should be offered at Queens and St. Lawrence College
- Senior Centre is a great meeting place, many activities and social events, many programs are not affordable for a person on fixed income
- More senior centres should be established throughout the city
- Artillery Park Aquatic Centre, Invista and the YMCA offers discounts and are inclusive – are great facilities if you can get to them
Communication and information

Staying connected with events and people and getting timely, practical information to manage life and meet personal needs is vital for active ageing. Older people require relevant information that is readily accessible regardless of the varying capacities and resources.

Common barriers

- Automated and electronic services
- No “one stop” place to find community information and events
- Lack of accessibility of print and electronic information
- Access to information

“Kingston offers a lot of activities. You need to get the word out to everyone. There is lots of stuff out there for people to do.”

– Focus group participant
What you said about communication and information

• The City’s automated phone system is “cursed” – need to be able to speak to a person at beginning “0” out option. Too much information and options are given at once and too fast to understand
• City’s announcement in the paper are great
• The City’s website is not accessible and the information is out of date
• The City’s website should have a dedicated page for seniors
• Do not rely on the City’s website to relay information, not everyone has a computer. For example, The Sustainability Forum only had a website, no phone number was available
• The customer service call centre is very helpful, but only operates during regular office hours
• Tax bills and utility bills are not readily available in large print format
• Need a receptionist back at City Hall
• Need to get information out about what is happening next week not just today so people can plan
• The city is doing a better job over the last year at getting the information out
• The libraries are god for public access to computers but we require more
• Leisure magazine needs to be available in a larger print format and available in alternate formats such as braille, audio
• The Seniors “Vista Magazine” is a wonderful resource
• Little knowledge about the City’s radio station, once they knew about it they suggested that public meeting and committee meetings be advertised on the station
• Listserve good resource to get the City information out
• Need a information booklet for seniors
• Radio and Television stations should provide a specific time to talk about community events and information
• The EMC and Kingston This Week is good for information. The City should use these publications more
Civic Participation and Employment

Older people do not stop contributing to their communities on retirement. Many continue to provide unpaid and voluntary work for their families and communities. An age-friendly community provides options for older people to continue to contribute to their communities, through paid employment or voluntary work if they so choose, and to be engaged in the political process.

Common barriers

- Coordination of volunteer opportunities
- Difficult to find ways to make a meaningful contribution
- Employment opportunities very limited for older people
- Transportation

“There are no jobs for young people so I feel guilty taking jobs away from the young.”

— Focus group participant

“There are many seniors could be great mentors for young people entering the work force.”

— Focus group participant
What you said about civic participation and employment

• Thrilled to be participating in these focus groups and to have the opportunity to provide input
• Lots of volunteer opportunities on City committees
• More partnerships with younger groups
• City has a large role to play in looking after seniors
• Need a volunteer bureau to coordinate opportunities to volunteer. Presently it is hard to find information on opportunities
• Quality of volunteer opportunities – want to be able to use skills and talents not just “envelope stuffer”
• Concern that ageing population and economy will impact the number of volunteers in the community
• Employment opportunities for older people are limited. Employers are prejudice about age and disabilities
• Boomers are the “sandwich generation” – some caring for both children and older adults
• Employment is an electronic challenge for older people
Community Support and Health Services

Health and support services are essential to maintaining vitality and independence for older people.

Common barriers

- Need to consider non-traditional delivery of services such as outreach services in areas where older people reside
- Affordability
- Need to capitalize on partnership opportunities
- No place to find information about services and supports

“...I don’t know where to go to get information when I need help, it would be wonderful if I could have one central place to find it."

– Focus group participant
What you said about community health and support services

• Need more in home support services at little or no cost to help seniors stay in their home – home maintenance, repair, groceries, personal care, transportation.
• SMILE program is a great example of assisting older people. More programs like this would keep more people out of the hospital and long term care.
• Need informal support networks – many seniors do not have family support.
• Existing services not well advertised and the information is scattered.
• The City has a role in helping to coordinate services for seniors – become a system navigator.
• Need standing roster of doctors accepting older people as patients.
• View that some doctors do not take older people as patients as they require more time.
• KGH requires training on working with older people and geriatric care.
• Hospital parking is very expensive.
• Better transportation needed for doctor appointments.
• More senior centres throughout the city including the rural areas.