



Township of South Glengarry
Age-Friendly Community Action Plan
Final Report
June 2016

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Executive Summary

Purpose of the Report

This document comprises the Township of South Glengarry's Age-Friendly Community Action Plan. It contains analyses and recommendations on improving the community's recreation services for adults 55 years of age and older. Community consultation included an on-line resident survey of older adults, community meetings throughout the Township with residents, and service providers/community organizations, and background research. The project was conducted in the fall of 2015 and the winter of 2016.

Approach

Age-friendly community plans in Ontario are being prepared with reference to the World Health Organization's (WHO) eight dimensions of an age-friendly community. The Government of Ontario's funding program for Age-Friendly Community Plans is generally directed to all aspects of community life that can be affected by municipalities through their various channels of service.

Older adults in South Glengarry will continue to represent a larger proportion than that of Ontario. In 2001, 26% and 37% of Ontario's and South Glengarry's population was 55+ years of age, respectively. By 2031, these proportions are anticipated to increase to 35% province-wide, and 44% in South Glengarry.¹ South Glengarry has chosen to focus specifically on recreation services as the core of its plan, which focuses consideration on those elements of community life that are related to this area of service. Recreation services influence and/or are influenced by the following WHO dimensions:

- 1. Outdoor Spaces and Public Buildings** are related to accessing facilities and programs.
- 2. Transportation** is related to accessing facility, program and service locations.
- 4. Social Participation** is related to participation in recreation.
- 5. Respect and Social Inclusion** is related to participation in recreation.

¹ Source for Ontario figures: Ministry of Finance. 2012. Ontario Population Projections Update, 2011–2036. p. 34

6. Civic Participation and Employment is related to volunteerism and/or paid work in recreation, and participation in recreation.

7. Communication and Information is related to awareness/knowledge about availability of age-appropriate recreation services.

8. Community Support and Health Services is related to services aimed at meeting physical, social, emotional, mental health needs via recreation.

Vision and Principles

Vision

Older adults in South Glengarry actively participate in recreation that responds to their needs for health, well-being and social connectivity as they age in our community.

Principles

1. The Township will encompass a broader definition of recreation for older adults to include structured and unstructured physical, arts, culture, heritage, education, and social activity.
2. The Township's role in service provision is facilitation of community-based recreation.
3. Innovative, partnership-based approaches are the preferred method for providing services.
4. The first response will be to identify the potential for programs/services to be built on existing assets and/or to leverage available opportunities.
5. Older adults will be directly engaged in the design, development and delivery of services.
6. Emphasis will be placed on accessibility, outreach, and communications to ensure all are afforded the opportunity to become involved.
7. Initiatives will be evaluated to determine their effectiveness in achieving defined objectives.

Recommendations

Recommendation 1: Confirm and adopt Vision and Principles for older adult recreation services in South Glengarry.

Improvements to Programs, Activities and Services

Recommendation 2: Key areas for new program development or improvements include arts, culture, heritage, learning, indoor and outdoor age-appropriate

physical activity, including winter activities, and intergenerational programming. Facility amenities to support outdoor programming (e.g., warming stations, additional washrooms, shelters, shaded areas, tree canopies, etc.) can also be addressed in a trails master plan, and a parks and recreation master plan.

Recommendation 3: Adopt a continuum of services framework for older adults that ranges from a recreation-health emphasis to a health-recreation emphasis, as ability declines and health concerns increase.

Recommendation 4: Program/activity design and delivery should be tailored in the way in which it is delivered to ensure it aligns with the needs/interests of older adults, and meets specific needs.

Facilitate Access to Services

Recommendation 5: Pursue opportunities to fill geographic gaps in programming by using Green Valley Community Centre and Jack Danaher Park Hall in Bainsville; developing a municipal facility in Glen Walter Regional Park or instituting a formal agreement for access to non-municipal facilities in Glen Walter; instituting a formal agreement for access to Coopers Marsh Building in Summerstown; instituting formal agreements for access to church halls in Glen Nevis, Dalhousie Mills, and to the church hall or elementary school in St. Raphaels.

Recommendation 6: Pursue opportunities to improve the local supply of arts, culture and heritage programs at the Celtic Music Hall, Glengarry Nor'Westers and Loyalist Museum, and Sir John Johnson Manor House, and at other municipal facilities in other settlement areas, by partnering with SDG Library, and locating programs in other facilities for which formal agreements already exist.

Recommendation 7: Pursue opportunities to develop new/enhanced physically active, health, and wellness-oriented programs to cover the **recreation**-health to **health**-recreation continuum, using appropriate municipal facilities and those for which formal agreements are established.

Recommendation 8: Increase mobile programs through program rotation to appropriate facilities, in-home provision and selected on-line networking programs.

Recommendation 9: Improve transportation services to program/activity locations by working with Carefor/Glengarry Outreach Seniors' Services to use

its bus, investigating similar opportunities with GIAG, developing volunteer-based transportation assistance, and capitalizing on opportunities to improve safe walking and cycling options (e.g., linking trails to destinations, installing a lit intersection at County Road 34 and Oak Street in Lancaster).

Recommendation 10: For older adult residents' access to major facilities such as indoor pools, walking tracks, fitness centres, consider purchase of service agreements with other providers and facilitate transportation access to these locations/programs.

Recommendation 11: In conjunction with Township-wide recommendations and priorities of a parks and recreation master plan, and/or site-specific park master plans, establish the need for, and locations of, new facilities including a lawn bowling green, a bocce court, and other amenities such as exercise pad/pavilions, older adult playgrounds, and outdoor seating areas, etc.

Recommendation 12: The Township's Accessibility Plan and the Ontario Building Code stipulate legislative requirements, which are the minimum standards to be met in designing public facilities and spaces, and will be implemented over time in South Glengarry. The Township should consider going beyond these minimums and integrate WHO age-friendly criteria, Universal Design, and Crime Prevention Through Environmental Design (CPTED) approaches to planning, designing and building community facilities and spaces. An integrated checklist, along the lines of its 'workplace inspection checklist', should be developed for this purpose. Funding to contract professional services to develop the checklist should be sought if the expertise is not available in-house.

Recommendation 13: Service pricing should continue to comprise a balance of no/low cost programs to ensure affordable access to some programs for all older adults.

Recommendation 14: In program/service planning, pricing should consider the total cost of participation and service evaluations should include users' perceptions of affordability.

Recommendation 15: For programs provided directly by the municipality, the Township's Accessibility Plan statement that waives program/service fees for support persons should be advertised, and opportunities to provide caregivers with on-site respite care or parallel programming should be investigated.

Communicate the Availability of Facilities, Programs, Activities and Support Services

Recommendation 16: The Township's information base, comprising a current, comprehensive service inventory should be consolidated into one 'master' source with three general categories: 1) infrastructure information, 2) relatively fixed programs/support services, 3) seasonal program services. The Township should work with 211 for its system to provide the on-line version of a printable facility, program and service brochure.

Recommendation 17: Non-personal forms of information dissemination (digital, print and broadcast) should be viewed as vehicles to providing information that is current, complete and 'front and centre' and, to the extent possible, presented in a consistent format across various media. Each of these vehicles can continue to be used to circulate information on older adult recreation programs and services, and matched to best advantage in doing so.

Recommendation 18: Any advertisement for radio or print - whether for newspaper, flyers or digital media - should consistently provide some basic information about the program, service or event: targeted age group(s); whether it is a public or commercial service; a brief description, including any skills/equipment required; cost to participate - the fee or free; time and location; contact information for transportation to the location/other questions.

Recommendation 19: To the extent possible, information should be documented in a form that is amenable to different forms of digital and print media with minimal need to revise copy.

Recommendation 20: Each form of print information should cross-reference other sources of the same (e.g., pamphlets should refer to the 211 resource and community papers that regularly publish information, and vice versa) to generate known 'go-to' places for information.

Recommendation 21: Communication and outreach activities should focus on educating older adults about the benefits of recreation, efforts to engage non-participants and/or isolated older adults through volunteer telephone networks, free program/activity try-outs, buddy systems, developing a South Glengarry Older Adults Network and, whenever possible, prompt person-to-person contact when older adults phone the Township for information about programs and services.

Service Planning and Delivery

Recommendation 22: A working Older Adults Advisory Committee will be formed to support the Township in its role as facilitator in older adult recreation program/service development. It will comprise the same representation as that which formed the Advisory Committee for the Action Plan, as well as the following additions: SDG Library, Lan-Char Centre, GIAG, the LHIN, Glengarry Celtic Music Hall, the Lancaster Optimists, and Coopers Marsh Conservationists. Township departments responsible for recreation infrastructure (e.g., Development, Fleet/Land Maintenance) should also be represented.

Recommendation 23: The Advisory Committee members will work collaboratively in required capacities in the following areas of recreation service development for older adults in South Glengarry: service planning, provision and evaluation; facility/space access and improvements; funding and fundraising; volunteer development and recognition; information communications and outreach.

Recommendation 24: The Township should consider providing an annual \$5,000.00 budget earmarked to support volunteer groups in new program/service development and expansion for older adults, with appropriate criteria to help select those to be funded.

Recommendation 25: The recommendations and resulting actions in this Plan need to be considered and assigned priority relative to other recreation service needs that are also part of the Township's mandate.

Recommendation 26: Notwithstanding the above, the work of the Advisory Committee and priority areas for older adults recreation service provision that can be delivered using existing facilities should begin immediately.

Recommendation 27: Ongoing service planning, evaluation and project priority assignment, should be instituted using - and further developing/refining over time - the guidelines provided in the Action Plan.

1.0 Introduction and Scope of the Plan

1.1 Introduction

This document comprises the Township of South Glengarry's Age-Friendly Community Action Plan. It contains analyses and recommendations on improving the community's recreation services for adults 55 years of age and older. These are based on work completed in the fall of 2015, including background research, initial community consultations and preliminary analysis, which are reported in detail under separate cover.² In the interests of brevity, the overall directions and key points emerging from the preliminary assessment are repeated here, as the starting point for this report's analysis and recommendations. The earlier report should be referred to for discussion supporting these directions. The Action Plan is presented under the following main headings:

Part 2: Community Consultation

- Survey of Older Adult Residents
- Community Meetings

Part 3: Directions for the Future

- Vision, Principles and Analytical Framework
- Improvements to Programs, Activities and Services
- Facilitate Access to Services
- Communicate the Availability of Facilities, Programs, Activities and Support Services

Part 4: Implementing the Plan coordinate internally and with toc

- Service Planning and Delivery
- Assigning Priorities

1.2 Framework and Scope of the Plan

1.2.1 Age-Friendly Framework

Age-friendly community plans in Ontario are being prepared with reference to the World Health Organization's (WHO) eight dimensions of an age-friendly community. The Government of Ontario's funding program for Age-Friendly

² Township of South Glengarry Age-Friendly Project Phase 1: Context, Issues and Opportunities

Community Plans is generally directed to all aspects of community life that can be affected by municipalities through their various channels of service. South Glengarry has chosen to focus specifically on recreation services as the core of its plan, which focuses consideration on those elements of community life that are related to this area of service. With the exception of housing (WHO dimension no. 3), recreation services influence and/or are influenced by the dimensions as follows:

- 1. Outdoor Spaces and Public Buildings** are related to accessing facilities and programs.
- 2. Transportation** is related to accessing facility, program and service locations.
- 4. Social Participation** is related to participation in recreation.
- 5. Respect and Social Inclusion** is related to participation in recreation.
- 6. Civic Participation and Employment** is related to volunteerism and/or paid work in recreation, and participation in recreation.
- 7. Communication and Information** is related to awareness/knowledge about availability of age-appropriate recreation services.
- 8. Community Support and Health Services** is related to services aimed at meeting physical, social, emotional, mental health needs via recreation.

1.2.2 Scope

The plan focuses on recreation services for older adults - those 55+ years of age. The Township, however, is responsible for municipal recreation that serves all age groups. Despite the Plan's focus on older adults, some of the recommendations made in the report will simultaneously address improvements needed to better serve other age groups and abilities. Intergenerational programs and activities, for example, will improve services for others in addition to older adults. At the same time, the directions and recommendations contained in this Plan should be aligned and/or incorporated, as appropriate, with future planning for municipal recreation services as a whole. The text, therefore, makes reference to instances where the directions discussed here can inform and align with the next recreation master plan, and other recreation-related studies.

1.2.3 Accountability

A 19-member community-based Seniors Advisory Committee comprising the Deputy Mayor, Township recreation administration and communications staff, representation from community agencies, volunteer organizations and interested citizens oversaw the project. The role of the Committee included both approving the activities and deliverables of the project, and providing advice and input to its

products. These functions were accomplished via project-specific discussion sessions, and several meetings to review and approve deliverables before moving on to the next phase of the process. Appendix A contains the Terms of Reference for the Advisory Committee.

Part 2.0: Context for the Plan

The Action Plan is built on a review and assessment of the existing situation in South Glengarry, and the results of community consultation. The following text summarizes the population profile for South Glengarry that emerged from this research, and the outcomes of community consultation activities that took place in fall 2015 and winter 2016.

2.1 Population Profile

In general, population data for South Glengarry and the Eastern Ontario Health Unit (EOHU) indicate that local trends will parallel those of Ontario as whole. Certain of these will likely surpass those of the Province, since older adults in South Glengarry will continue to represent a larger proportion than that of Ontario. In 2001, 26% and 37% of Ontario's and South Glengarry's population was 55+ years of age, respectively. By 2031, these proportions are anticipated to increase to 35% province-wide, and 44% in South Glengarry.³ Projections for 2016, prepared in 2013, show an increase of 4% in residents 55+ years of age.

	2011 ⁴		2016 ⁵	
Age group	Number	Percent	Number	Percent
0-54	8,350	63.0	8,100	59.5
55+	4,820	37.0	5,550	40.6
Total	13,170	100.0	13,650	100.00

The following highlights key findings on South Glengarry's older adult population in the areas of population characteristics, health status and lifestyle, and dementia and mood disorders. These indicators, and the implications they present for recreation services in South Glengarry inform the Plan's directions and implementation approaches presented in Sections 3.0 and 4.0.

³ Source for Ontario figures: Ministry of Finance. 2012. Ontario Population Projections Update, 2011–2036. p. 34

⁴ Statistics Canada. 2012. South Glengarry, Ontario (Code 3501005) and Stormont, Dundas and Glengarry, Ontario (Code 3501) (table). Census Profile. 2011 Census. Statistics Canada Catalogue no. 98-316-XWE. Ottawa. Released October 24, 2012. <http://www12.statcan.gc.ca/censusrecensement/2011/dppd/prof/index.cfm?Lang=E> (accessed September 17, 2015)

⁵ Hemson Consulting. 2013. Population and Growth Projections United Counties of Stormont, Dundas and Glengarry. Appendices. Detailed Forecast Results.

Population Highlights

South Glengarry:

- population projections anticipate an overall population decline with increasing proportionate representation of older age groups.
- older adult households include considerable proportions of couples without children and those living alone.
- residents include a noticeable proportion for whom French is the preferred language.
- is largely rural with a disbursed population, and many small settlement areas.
- comprises a range of income groups.
- residents have relatively strong ties to faith-based organizations.
- attracts a considerable level of in-migration, largely from other communities in Ontario and from the Province of Quebec.
- is attractive to retirees.

Health Status and Lifestyle

In the Eastern Ontario Health Unit (EOHU) area - including South Glengarry:

- residents largely perceive their health to be good or excellent.
- residents 65+ years old most often experience diabetes and high blood pressure; males also report arthritis and females also report back problems as a relatively frequent chronic health problem.
- residents largely do not experience high life stress.
- residents who are overweight appear to be moving towards obesity.
- residents, for the most part, are insufficiently active, and participation and activity limitations affect a large minority.
- accidental falls are by far the leading cause of hospitalization and death for both men and women 65+ years old.

Dementia and Mood Disorders

By 2031, South Glengarry can anticipate that:

- at least 450 residents 65+ years of age will suffer from dementia.

- between 135 and 225 residents 65+ years of age will experience major depression.
- approximately 675 residents 65+ years of age will experience depressive symptoms.
- women, caregivers, those with physical illness(es), the lonely and isolated, bereaved individuals, and those with a reduced sense of purpose, will be most at risk for depression.

2.2 Community Consultation

2.2.1 Consultation Activities and Process

Community consultation for the Plan comprised three streams of activity:⁶

- 1) meetings with service providers and Seniors Advisory Committee in September 2015;
- 2) a survey of older adult residents (55+ years of age), which was made available from late November 2015 through January 2016;
- 3) four community meetings with older adult residents in December 2015;

Each of these activities is discussed below.

Meetings with Service Providers and Seniors Advisory Committee (September 2015)

Three 1.5-hour sessions were held over the course of two days: two with community agencies and organizations; one with faith-based organizations. The purpose of these sessions was to introduce the community to the project, and to gather input to inform the plan. A fourth, 2-hour meeting with the Seniors Advisory Committee (SAC) presented the key findings from the preceding sessions and sought additional input from this group.

A total of 23 agencies, organizations or individuals with an interest in older adult recreation in South Glengarry were invited to participate in one of the first two sessions; 8 people attended. Nine religious leaders were invited to participate in the faith-based community session, and five attended. As noted above, the SAC comprised a wide range of representation from the community, and 13 of its 19 members (including four Township staff) attended this meeting.

⁶ As required, phone interviews were also conducted for specific research purposes or to clarify information collected.

Collectively, participants provided a wide range of insights to the challenges and potential opportunities to improve recreation services for the Township's older adults. The information provided through these sessions is summarized in Section 2.2.2. As noted above, the Phase 1 report provides details on the contextual work completed in early November 2015 and should be referred to for preliminary analyses based on these findings.

Survey of Older Adults Residents (November 2015 through January 2016)

A survey of South Glengarry's older adult residents about recreation services was conducted between November 2015⁷ and February 2016. Despite the Township's extensive efforts to promote the survey and encourage participation, the initial three-week timeframe did not generate sufficient response. The deadline for response, therefore, was extended to the beginning of February 2016. With the extension, Township staff increased efforts in the area of promotion and outreach in the community to generate additional participation.

The survey was pilot tested at the Flu Clinic hosted by the EOHU in Williamstown on November 19, 2015. Eighteen (18) surveys were administered in person by Township staff, and required adjustments were made to produce a final questionnaire. The on-line version of the survey was posted on the Township's website. Over 700 paper copies were also produced and distributed throughout the community for those who preferred to respond in writing. Township staff was also available to complete the surveys with respondents in personal interviews by appointment. Completed surveys were either collected at the points of distribution or mailed/delivered to the Township's offices. Township staff entered the returned paper surveys into the on-line platform, so that all responses were analyzed together.

Community Meetings (December 2015)

Four open community meetings were held in different areas of the Township and widely advertised – both by the municipality itself and community organizations that serve older adults such as the Legion, the Optimists, the Martintown Goodtimers, etc. The purpose of these meetings was to provide a forum for older adults to discuss current and future recreation service needs and opportunities. A total of 24 older adults attended these sessions, which was disappointing given the number of older residents in South Glengarry and the effort made to generate interest and attendance. At the same time, smaller numbers provided an opportunity to engage in more detailed discussions, and to begin to generate new ideas for programs and services.

⁷ Launch date was November 25, 2015.

Date & Time	Location
Wednesday, December 9th 10:00 am – 12:00 pm	Martintown Community Centre 4850 County Rd. 20, Martintown
Wednesday, December 9th 1:00 pm – 3:00 pm	Lancaster Legion 119 Military Rd., Lancaster
Thursday, December 10th 10:00 am – 12:00 pm	North Lancaster Optimist Hall 4837 2nd Line Rd., North Lancaster
Thursday, December 10th 1:00 pm – 3:00 pm	Char-Lan Recreation Centre 19740 John St., Williamstown

Appendix B contains details on the advertising and promotion activities for the project.

2.2.2 Summary of Survey and Community Meeting Findings

Older Adult Residents Survey

A total of 156 survey responses were received, of which 151 respondents were residents of South Glengarry. The results from the 151 residents are summarized below and detailed in Appendix B.

Participation in Recreation Activities

Sixty-five percent (98) participate in recreation activities in South Glengarry. Participation with others noticeably outweighs participation alone. The most popular types of activities in which residents participate with others include the following: social events, clubs, attending performing arts, and sports. Areas of relatively low participation included the visual arts, exercise, and crafts.

The highest reported level of seasonal participation occurs in indoor winter activities, followed by outdoor summer activities. Participation is lowest in outdoor winter activities. Those who do not participate in recreation activities in all seasons most often noted preferred activities are not offered year round; winter weather precludes going outside; and lack of ability/skills to participate in winter activities.

Seventy-nine of 97 respondents (81%) reported that they participate in recreation activities regularly. About one-fifth (21%) participates irregularly. Among those who participate regularly, the most common locations for program/activities are Williamstown, Lancaster, Martintown, South Lancaster and Glen Walter.

The types of organizations most likely to offer the programs/activities in which

residents participate are a volunteer group (e.g. Martintown Goodtimers, Summerstown Trails, curling club, weavers guild, garden club); the Township of South Glengarry (e.g. 55+ skate); churches; a commercial establishment (e.g. Cherry Bomb Fitness, golf course); a not-for-profit agency (e.g., Carefor, Encore, hospital).

The majority of participants (82%) drive themselves (alone or picking up others) to programs and activities. Less than one quarter walk, are driven by a partner/spouse, relative or friend, and/or cycle. No one relies on volunteers for transportation.

Reasons for Not Participating in Recreation Activities

Fifty-three of 151 respondents (35%) do not participate in recreation activities in South Glengarry, and those who responded provided the following reasons most frequently:⁸

- I don't know what's available and where to find good information.
- I participate in other communities (e.g., North Glengarry, Cornwall).
- There are no activities offered that are of interest to me.
- Recreation activities are too far from my home.

Potential Improvements to Recreation Activities

The suggested potential improvements to recreation services for older adults in South Glengarry that generated the highest levels of agreement were:

- If someone needs help participating in an activity, the person who comes with them to help should not be charged a fee.
- There should be a wider variety of activities to choose from.
- Activities should be better advertised.
- Someone who cares for a relative or friend and wants to participate in activities should be able to bring the relative or friend with them and have care provided on-site while they participate.

The respondents to the survey did not indicate that making facilities and parks more physically accessible is a current priority.

⁸ This question was directed to the 53 respondents who do not participate in South Glengarry. Ninety-eight (98) people, however, chose to respond. Responses, therefore, include some of those who answered that they do participate in South Glengarry.

If the suggested improvements are implemented, the majority of respondents (78% or 80) think they would begin to participate or participate more frequently in recreation programs/activities.

Communication About 'What's Happening' in South Glengarry

Key sources for learning about local news and activities are the Glengarry News, Seaway News, personal connections/being involved in the community, and the Township website/e-newsletter.

One hundred and thirty-two (132) respondents selected up to three most important improvements needed to recreation services for older adults in South Glengarry. The most frequently reported improvements were:

- improving and communicating information about what facilities, activities are available
- providing more activities for a wider variety of interests/abilities
- ensuring activities are provided at no/low cost

Community Assets and Priorities

One hundred and thirty-two (132) people responded to a question about what they like best about recreation services in South Glengarry. Just over half indicated the most liked feature of local recreation services is the facilities (community centres, halls, arena). Smaller proportions indicated the parks, the trails system, and the programs/activities offered (in descending order). Some respondents provided comments on what needs to be improved and/or what they don't like about local recreation services (see detailed list in Appendix B).

Respondent Profile

One hundred and twenty-seven (127) respondents indicated which local community is closest to where they live in South Glengarry. The most frequent responses were Williamstown, Lancaster, Glen Walter, Martintown, Green Valley and Bainsville.

For the most part, respondents comprised young older adults. The majority of respondents indicated they are retired with no caregiving responsibilities. Over one quarter are employed full or part-time. Three quarters live with a partner or spouse and one-fifth live alone. A large majority was almost evenly distributed between the age cohorts covering ages 55 to 74 years.

The majority of respondents volunteer in the community. Twenty-three (23) people indicated they would be interested in volunteering to help older adults participate in recreation (e.g. driving, phoning with information on programs,

buddy to a new participant, etc.), and 19 provided their contact information.

Additional Written Input

Some residents chose to send emails or letters instead of (or in addition to) completing the survey or provide verbal comments to Township staff outside formal meetings. These comments, which are listed in Appendix B, focused on the need for a wider range of activities in a variety of areas (indoor/outdoor, very active/less active, sport, fitness, social, arts, digital communications, etc.) including adaptive programs for those with health/mobility constraints; potential facilities improvements; and better communication about the programs/events that are available.

Community Meetings

The information gathered at the community meetings in December 2015 is summarized below by the following topics: programs and activities; access to services; communication and information.

Summary of Points on Programs and Activities

Program/Activity Interests	
Physical	Education/Skills
Balance for Life weight training men's fitness yoga tai chi pickleball learn-to hike bocce lawn bowling croquet walking snow shoeing golf night walks moonlight paddles peer gardening group community garden (museum) swimming walking paths/facilities in parks	tax assistance intergenerational cooking Encore WIN (write it now) museum how-to workshops computer courses home maintenance
Arts	Social/Games
pottery painting/drawing book club	movie night (English & French) social teas shuffleboard

weavers and spinners (Twistle Guild) tole painting (St. Mary's)	canasta bussed field trips to theatre, special events
Program Design	
no/low cost daytime one or two sessions free/try out ability appropriate (e.g., tai chi, yoga etc.) program rotation formal and informal opportunities bilingual instructors	practical courses (e.g., home maintenance, computer, how-to, etc.) in-home programs for shut-ins (e.g., sewing, art, reading) early stage dementia programs with support (e.g., bocce, gardening, art) mental abilities intergenerational

Summary of Points on Access to Services

- transportation assistance needed, especially in winter
- Lan-Char bus could be used
- main road (34) not safe; crossing at Oak and 34 is not a real cross walk and drivers ignore it
- buddy system for transportation
- formal agreements needed to spell out division of responsibilities
- reciprocal agreements/partnerships with schools for community access
- access to local halls for local programs
- need amenable facilities in terms of design, comfort, operations, maintenance
- list of building issues requiring improvements
- keep costs to participate low
- properly signed trails
- ban hunting to allow access to Summerstown Trails in fall
- develop green roads (unopened road allowances)
- more use of Peanut Line
- access to Coopers Marsh building

Summary of Points on Communication and Information

- older people are more interested in 'real person' communication
- telephone tree for communications
- develop communication networks
- establish buddy system
- outreach to isolated seniors, and those not involved
- seniors 'membership' to develop a contact list
- space in all municipal facilities for program brochures
- targeted advertisements in newspapers
- set up welcome centre/function for new residents
- designate 'who to call'

- improve seasonal guide
- seniors section on website
- get excited, word of mouth
- agencies to do more program promotions as part of service
- institute an information hub

Part 3.0: Directions for the Future

3.1 Vision, Principles and Analytical Framework

This section presents a proposed vision and principles for the Plan, based on the results of community consultation and municipal policy already in existence. These intentions guide the analysis and recommendations for service improvements in the following sections.

3.1.1 Vision

Older adults in South Glengarry actively participate in recreation that responds to their needs for health, well-being and social connectivity as they age in our community.

3.1.2 Principles

1. The Township will encompass a broader definition of recreation for older adults to include structured and unstructured physical, arts, culture, heritage, education, and social activity.
2. The Township's role in service provision is facilitation of community-based recreation.
3. Innovative, partnership-based approaches are the preferred method for providing services.
4. The first response will be to identify the potential for programs/services to be built on existing assets and/or to leverage available opportunities.
5. Older adults will be directly engaged in the design, development and delivery of services.
6. Emphasis will be placed on accessibility, outreach, and communications to ensure all are afforded the opportunity to become involved.
7. Initiatives will be evaluated to determine their effectiveness in achieving defined objectives.

Recommendation 1: Confirm and adopt Vision and Principles for older adult recreation services in South Glengarry.

3.1.3 Framework for Analysis: Improve, Facilitate and Communicate

The following sections analyze recommendations for improving older adult recreation services in South Glengarry in three major substantive areas, each of which incorporates one or more of the WHO's dimensions that are relevant to the discussion. These alignments are shown in Figure 3.1. The first discussion addresses opportunities to better meet the needs of older adults for programs, activities and support services. This is followed by an assessment of potential to facilitate access to services and the facilities in which they are provided. Communicating the availability of facilities, programs/activities and support is the third area for discussion and, as shown in Figure 3.1 relates to both of the other topics. As noted above, this section deals with substantive service areas. Service delivery is discussed in Section 4.0.

Figure 3.1: Framework for Analysis of Service Improvements

Improve programs/activities and services for older adults: incorporates WHO dimensions of Social Participation, Respect and Social Inclusion, Civic Participation and Employment*, Community Support and Health Services	Communicate the availability of facilities, programs/activities and support services: incorporates WHO dimension of Communication and Information
Facilitate access to services: incorporates WHO dimensions of Outdoor Spaces and Buildings, Transportation	

* Civic participation and employment are also linked to volunteerism in Section 3.0.

3.2 Improvements to Programs, Activities and Services

Although collectively, the community expressed interest in more programs/activities in virtually all areas of recreation, expanding all types of programming simultaneously is not feasible. Moreover, certain expressed interests were for programs/activities that are already available, suggesting the possible need to better promote their existence (as discussed in Section 3.4) and/or to determine the need for improvements to the existing supply to better meet specific needs.

This discussion focuses on two major themes: key areas for new program/activity development, and program/activity design and delivery. An emphasis on key areas for program development, however, should not preclude pursuing opportunities that arise to pursue service provision in those not specifically discussed here. As the study revealed, there is a wide range of interest in program/activity development among older adults in South Glengarry and new interests will also emerge in future. As discussed in Section 4.0, however, program planning and evaluation are important to ensuring limited resources produce optimal results in service provision.

3.2.1 Key Areas for New Program/Activity Development

Arts, Culture, Heritage and Learning

The directions from 'Phase One Report: Context, Issues and Opportunities' and community consultation that align with this theme are:

- Consider opportunities to grow the arts, culture and heritage components of recreation for older adults.
- Consider the potential for expanded intergenerational programming.
- Provide additional opportunities for learning experiences.

These are the areas that are relatively deficient in the availability of structured programming and are important to providing opportunities for all older adults to participate in non-physical activities of interest - and particularly for those who may not be able to engage in more strenuous physical activity. In the short-term, therefore, efforts should be directed to developing these areas of programming, using simple ways to leverage existing resources, as the following examples illustrate.

The interest among resident artists and artisans in offering art classes/workshops that can be readily accommodated in existing municipal facilities should be identified (e.g., painting, drawing, music appreciation, art history, film screenings, etc.). At the resident meeting in Martintown, for example, participants initiated a discussion about introducing a painting program at the Community Centre.

The recently incorporated Glengarry Nor'Westers and Loyalist Museum has about 150 members, nearly all of whom are 50 years of age or older. The museum holds history-related events and presentations to educate the public. The Friends of Sir John Johnson Manor House and SDG County Library occupy

Sir John Johnson Manor House, which is owned by Parks Canada. The Manor House Committee consists of 30 to 35 seniors interested in maintaining this historic property and Glengarry Archives. Other community-based activities include rug hooking, weaving and spinning, and tole painting. The Glengarry Celtic Music Hall of Fame is another municipally-owned facility that is currently used for culture and heritage events and programming such as fiddle and piano instruction. Existing community resources of this type, therefore, provide both programs and social groups of common interest, about which older adults may not be aware. These resources can be further promoted in a targeted manner to older adults (as discussed in Section 3.4). Alternately, arts and culture programs that currently serve younger age groups could be expanded to include older adult participation. The municipality is fortunate to have a number of facilities that serve (or can serve) as the base for these types of programs, assuming they are accessible to those groups they intend to serve (see Section 3.3.2 for accessibility).

Intergenerational programming is an area of marked interest, and emerged in suggestions regarding computer courses, in which older adults are paired with youth instructors to learn computer skills on their personal laptops. At the resident meeting in North Lancaster, participants planted the seed for an intergenerational cooking class through a partnership with the adjacent school. The Optimist Hall has kitchen facilities that could be used and an instructor who attended the meeting offered to deliver a program built on healthy eating for singles. These types of programs are well positioned to meet objectives in several areas: learning/education, health promotion, social participation, and respect and social inclusion. The Glengarry Nor'Westers and Loyalist Museum started a community garden in summer 2015, involving 21 children - adding physical activity to the program/activity benefits. Other areas for practical skills development/education include tax preparation, home maintenance, and bringing Encore classes to the Township. The Glengarry Inter-Agency Group (GIAG) serves both older adults and youth, presenting the potential to work with this agency to develop intergenerational programming.

Existing municipal facilities, community groups and individuals, therefore, are in a position to introduce new arts, heritage and learning programs for South Glengarry's older adults in the short-term. In the longer-term, and as program/activity specifics are specified, other public agencies such as the SDG Library are potential partners in arts, culture and educational program development for older adults, as are other private sector providers such as the Abbey for the Arts. The Abbey hosts performing and visual arts events, as well

as social gatherings related to the arts or for other purposes.⁹ Alternately, the Township might recruit individuals from these organizations to act as expert advisors to community groups that are interested in developing programs to offer at municipal facilities.

Physically Active Programs

“The benefits and resultant health outcomes of physical activity participation by older adults are well established, and physical activity is now identified as the single most important factor in maintaining independence” (PARC, 2013, p. 4).

As documented in the community consultation results, there is considerable interest in expanding the supply of both indoor and outdoor active recreation programs. The Township, and other service providers, work on an ongoing basis to respond to expressed interest in programs. Pickleball, for example, will be introduced in the spring of 2016. Certain of these programs, such as yoga and snow-shoeing are currently available and attracting increasing participation - suggesting the need for better promotion of existing opportunities, better program distribution/access and/or programs that are better adapted to various levels of ability. Each of these topics is discussed elsewhere in the plan. New program suggestions that are amenable to indoor, year-round provision (and that might be offered outside in clement weather on appropriate surfaces) include Balance for Life, weight training, men’s fitness and tai chi.

Outdoor interests vary widely and range from intense to moderate physical activity and sport to pursuits such as walking and group gardening. Certain of these, such as croquet and night walking groups require minimal upfront investment and so, could be started up immediately. Others such as lawn bowling and bocce require access to municipal facilities that are not available in South Glengarry. Programming requiring access to new facilities is discussed in Section 3.3.2.

Every community has unique assets that offer a foundation for service improvements. In South Glengarry, such assets include an attractive natural environment, a waterfront location, and over 75km of trails. Trail activities are popular among older adults as they can be relatively inexpensive to do, offer a range of intensity in terms of exertion, can be social or solitary pursuits, and can offer year-round engagement. In Canada, regular activity requires us to maintain engagement during the winter months. Outdoor winter activity for older adults is

⁹ <http://www.theabbey.ca/events/index.html>

facilitated by the trail network and volunteer groups that organize trail activities. The Friends of Summerstown Trails, for example, has experienced tremendous growth in snow shoeing among older adults. The community expressed interest in banning hunting in the fall in the area of the Trails, the need for a signage program, as well as looking at other potential trail improvements (e.g., Peanut Line, green roads, etc.). The scope of this plan does not include a detailed investigation on needed trail improvements, and these would be best addressed in a comprehensive trails master plan for the community as a whole. A Township-wide plan can look at opportunities to develop trail networks and options for active transportation (as well as recreational) use, needed physical improvements, environmental protection policies and practices, multi-use potential, maintenance requirements, volunteer involvement, and formal agreements that will be required to implement recommended improvements. There are also a number of AODA requirements that are specific to trails. While not only relevant to older adult enjoyment of trails, it is important for any trail improvement initiatives to also consider the need for amenities to support use. These include public washrooms that are open year-round, warming stations, shelters, seating areas, shade (e.g., pavilions and tree canopy), and wayfinding/signage, etc.

Opportunities to take structured programs outdoors in existing park space should also be pursued. Programs like tai chi or gentle yoga are amenable to outdoor programming, provided an appropriately designed and sheltered surface is installed. While likely limited to late spring, summer and early fall in terms of season, outdoor programming of this type can also be offered in settlement areas with parks that do not have indoor space - thus improving the distribution of services.

3.2.2 Program/Activity Design and Delivery

Whether providing new or considering improvements to existing programs, older adult programming should:

- consider needs for enhanced social connection through recreation in general.
- address the importance of providing specific types of recreation programming to support residents' aging well physically, mentally/intellectually, emotionally and spiritually, and to preventing or mitigating age-related illnesses (e.g., dementia, mood disorders, arthritis, etc.).
- consider opportunities to dovetail health, recreation and community

- support services for older adults in the community.
- recognize and include faith-based affiliations and involvement in these communities as important existing, and potential, contributors to the well-being of older adults.

While expanding the supply of programs/activities by type is important, perhaps the key to successful programming for older adults is the way in which they are designed and delivered. Greater attention to details is required to ensure the program content and the way in which it is delivered aligns with the needs/interests of older adults, and meets with specific needs.

The population profile noted above suggests local recreation programs/activities - in addition to providing social participation and enjoyment - will increasingly need to target specific issues related to aging including such physical and mental health concerns as: falls prevention/rehabilitation, dementia, chronic diseases such as arthritis, back problems, high blood pressure, mood disorders, stress reduction, etc. Ideally, programs/activities should be designed to simultaneously meet several areas of need.

Programs that are specifically designed to address certain age-related concerns already exist, and can be accessed through relevant agencies such as the Champlain LHIN. For example, the LHIN fully funds exercise programs designed for older adults, and provided through Family Physio that are open to the public. As noted on the website:

“Most classes are offered at level 1. Based on the participants’ physical capabilities, the exercise class is adapted:

Level 1: a 30-minute class including accelerated cardiovascular activity, range of motion, strength training, flexibility training (sitting chair exercise class).

Level 2: a 30-minute class including accelerated cardiovascular activity, range of motion, strength training with resistance tubing, Isometric strength training with balls, flexibility training and balance training (sitting chair and/or standing class).

Level 3: Retirement Homes’ dementia floor - a 30-minute class including deep diaphragmatic breathing exercises, minimum to moderate cardiovascular activity, range of motion, and flexibility training (sitting chair exercises)”.¹⁰

As of February 9, 2016, level 2 classes were being offered at three locations in South Glengarry: in Lancaster at the Carefor Glengarry Outreach, Lan-Char Centre, at The River Garden Retirement Residence, and in Green Valley at the

¹⁰ Source: <http://www.champlainhealthline.ca/libraryContent.aspx?id=20751#SDG>

Valley Garden Retirement Centre.

The Champlain Healthline website also announces an upcoming “free, LHIN funded exercise program for older adults including (but not limited to) those living with Diabetes, Parkinson's and those who have experienced a stroke”.¹¹

While these types of programs blend medical-therapeutic objectives with activities that are typically the purview of recreation departments, they are clearly weighted to the former and so are delivered through the health sector. A holistic or comprehensive view of age-friendly recreation, however, should include these types of programs along a continuum of services that moves from a **recreation**-health emphasis to a **health**-recreation emphasis, as ability declines and health concerns increase. While the recreation-specialist role of the municipality in bringing programs and services to the community will vary at different points along this continuum, and will require collaboration with specialist agencies as the emphasis on age-related health concerns progress, the Township can provide a basic coordinating function in: determining community need for specific programs, facilitating access to facilities in appropriate locations to provide them, and promoting their availability. Collaboration with other relevant agencies and the Township's role are discussed further in Section 4.0.

Time may reveal demand for more of the types of programs that are already offered in the community (or elsewhere and could be started locally) or may uncover requirements to develop entirely new programs that combine different objectives. Recreation programs for individuals with dementia, for example, incorporate cognitive elements along with physical and social aspects.¹² And while physical activity in general can help reduce the symptoms of depression, other recreation-based programs might comprise or include elements that help in this regard (e.g., mindfulness meditation, tai chi, Pilates and yoga, shiatsu, peer support groups, etc.¹³).

Given the need to consider a variety of aspects in developing and providing programs, Section 4.0 outlines a planning guide for programs, activities and services. It comprises a framework for identifying and recording program

¹¹ <http://www.champlainhealthline.ca/libraryContent.aspx?id=20516>

¹² Source: conversation with representative of Société Alzheimer Society-Cornwall & District; Minds in Motion program:
<http://www.alzheimer.ca/en/on/We-can-help/Minds-In-Motion>

¹³ Source: Mood Disorders Association of Ontario
<https://www.mooddorders.ca/faq/seniors-and-depression>

objectives, components and delivery method.

Recommendation 2: Key areas for new program development or improvements include arts, culture, heritage, learning, indoor and outdoor age-appropriate physical activity, including winter activities, and intergenerational programming. Facility amenities to support outdoor programming (e.g., warming stations, additional washrooms, shelters, shaded areas, tree canopies, etc.) can also be addressed in a trails master plan, and a parks and recreation master plan.

Recommendation 3: Adopt a continuum of services framework for older adults that ranges from a recreation-health emphasis to a health-recreation emphasis, as ability declines and health concerns increase.

Recommendation 4: Program/activity design and delivery should be tailored in the way in which it is delivered to ensure it aligns with the needs/interests of older adults, and meets specific needs.

3.3 Facilitate Access to Services

Programs and services cannot be used unless they are accessible from several perspectives: proximity to services; physical access to, and usability of, facilities and spaces; and affordability. The directions from 'Phase One Report: Context, Issues and Opportunities' and community consultation that align with the access theme are:

- Identify potential locations for improved program distribution, with a focus on currently underserved areas.
- Consider the applicability of the community hub model for improved provision and distribution of programs and services.
- Investigate opportunities to better link older adults to recreation services through Carefor's Befriending Program or similar services.
- Research the TROUT service in Hastings County as a case study of a rural public transportation system that could be explored with the County and other municipalities in its jurisdiction, with specific reference to its use by older adults to travel to local recreation destinations.
- Outline an approach to undertaking physical upgrades to community facilities that aligns with service distribution objectives and accommodates a range of needs among older adult users.

3.3.1 Proximity to Services

As a community with a relatively high and dispersed rural population, facilitating access to services by older adults living outside settlement areas is key to improving access. This can be done in two ways: bringing programs to people or bringing people to programs.

Bringing Programs to People: Improved Geographic Distribution of Programs/Activities

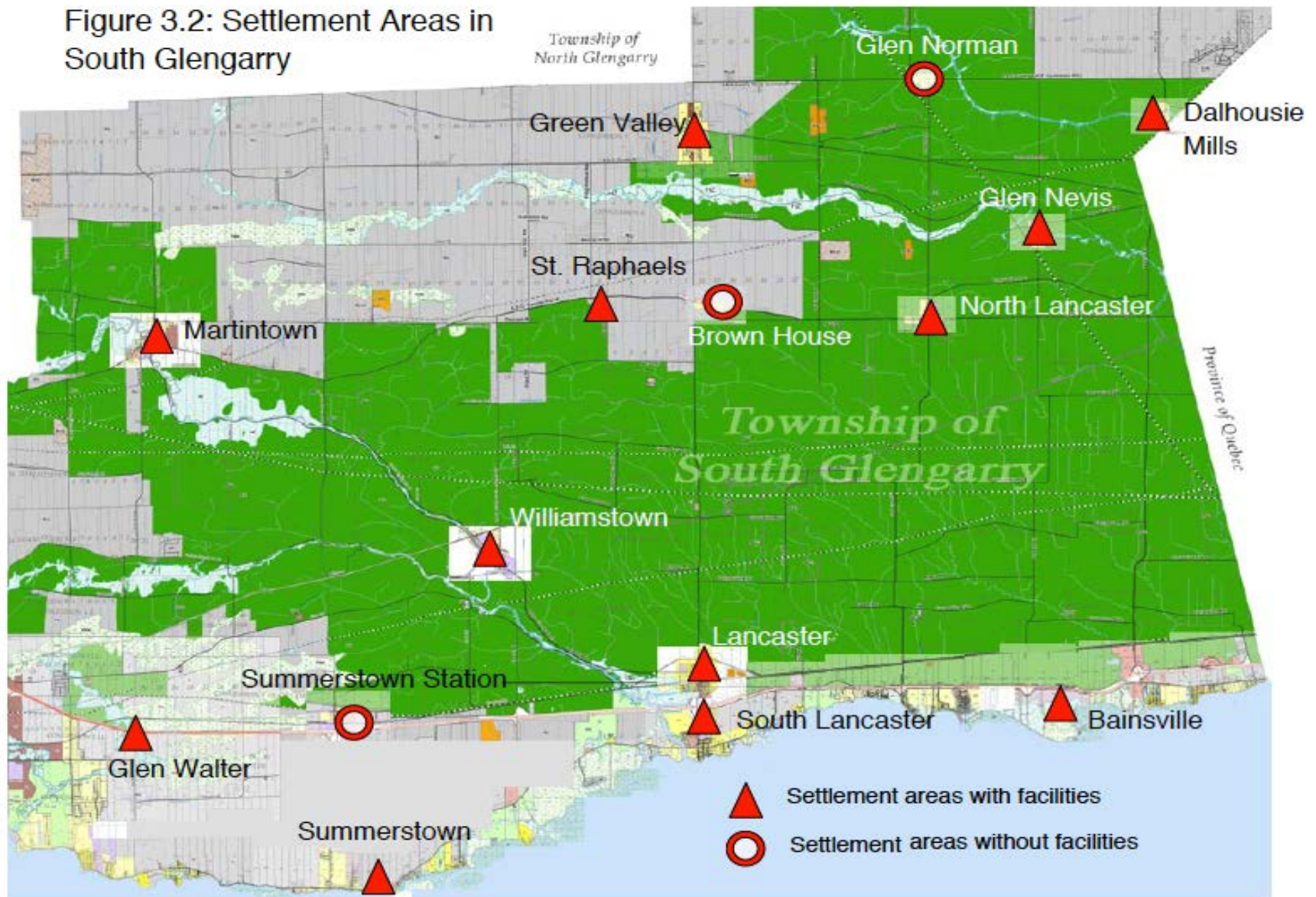
Appropriate space is needed to be able to offer community programming as close as possible to where people live. A number of settlement areas in South Glengarry are home to facilities that accommodate (or could accommodate) indoor and - in some cases also outdoor - programs and activities for older adults. These are summarized in Table 3.1 and shown on Figure 3.2 to illustrate that few settlement areas are without a facility that does (or may have the potential to) offer older adult recreation services. It is important to note that this assessment focuses on facility locations that comprise either indoor or a combination of indoor/outdoor spaces for community use. While park-based programming or activities geared to older adults does occur/should be improved in park spaces during amenable seasons, (as discussed above) key locations for older adults services should include indoor space. Municipal park spaces without indoor facilities and other-owned park spaces in the Township are listed in Appendix C.

Churches have been included as potential places for community programming, without detailed investigation of their current use for such. We know, for example, that St. Marys Centre is well used for programs/activities, and that the church in St. Raphaels has a hall that is available for community use and could accommodate more activity. The existence and availability/suitability of facilities for community use at other churches, however, is not known and will need to be investigated as part of the Plan's implementation.

Table 3.1: Summary of Indoor Municipal and Non-municipal Facilities

Location	Municipal	Other Public	Churches	Other
Lancaster	- Lan Char Centre - Royal Canadian Legion Branch 544	- library - curling club	three	- River Garden Retirement Residence - Nurse-practitioner Led Clinic
Glen Walter		1 secondary school	one	
Dalhousie Mills			one	
Glen Nevis			one	Abbey for the Arts
Glen Norman				
Bainsville	Jack Danaher Park & Hall	1 elementary school	one	
Green Valley	Green Valley Community Centre & Park		one	Valley Garden Retirement Centre
South Lancaster			one	
Brown House				
Martintown	Martintown Community Centre		three	
Summerstown			two	Coopers Marsh Building
Summerstown Station				
Williamstown	- Char-Lan Recreation Centre - Celtic Music Hall of Fame - Nor'westers and Loyalist Museum - Paul Rozon Memorial Park & Hall	- 1 elementary school - 1 secondary school - library - Fairgrounds	two, including St. Mary's Centre	- Sir John Johnson Manor House
St. Raphaels		1 elementary school	one	
North Lancaster	North Lancaster Optimist Hall	1 elementary school		

Figure 3.2: Settlement Areas in South Glengarry



The scope of this Plan does not include determining the extent to which facilities that are not now being used for older adult programs and activities could do so, and it is very likely that many of those reflected in the Table would not be able to do so, from a functional and/or accessibility perspective (see Section 3.3.2 for discussion on accessibility). At the same time, it is important to consider the role of all community organizations in meeting the social needs of older adults. It is reasonable to assume, for example, that churches throughout the Township are important contributors to the well-being of their older adult members and possibly those in the community-at-large. As such, therefore, their facilities are part of the municipal-wide network of community infrastructure that supports programs and services. Consultation with faith-based community leaders also revealed interest in working with the Township to improve services to the community's older adults. Similarly, other non-municipal facilities such libraries are also in the business of recreation programming for older adults, and others may have spaces appropriate to delivering programs in areas that require improved proximity to services.

Despite the existence of potentially amenable facilities, their availability and suitability for older adult programming will vary considerably, and the most likely ones for access will be those that are owned by the Township and already used for recreation programming - particularly if they are already considered to be older adults centres. Other facilities such as churches and schools that offer potential to improve geographic access may, nevertheless, present challenges in terms of AODA accessibility (see Section 3.3.2), policies around community access, scheduling, support facilities such as kitchens, etc. The facilities listed in Table 3.1 and in Figure 3.2, therefore, have been divided into four groups according to their current general function and likelihood of availability for older adult program development. They are colour coded in Table 3.2 as follows:

Group 1: Facilities that are/effectively are operated as older adult centres by staff or community-based older adult organizations with programs/activities geared to older adults
Group 2: Facilities that are operated by community-based organizations that largely comprise/include many older adults but are not formally programmed for this age group
Group 3: Facilities that are programmed by community-based organizations that may or may not serve older adults in their programs/activities
Group 4: Other community facilities that may be amenable to programming for older adults

**Table 3.2: Indoor Facilities by Geographic Distribution
and Older Adult Orientation**

Location	Municipally-owned¹⁴	Non-municipally owned
Martintown	- Martintown Community Centre and Park	- 3 places of worship
Lancaster	- Lan Char Centre	- 3 places of worship
	- Lancaster Legion Hall	
	- Curling Club	
	- library - Nurse-practitioner Led Clinic	
North Lancaster	- North Lancaster Optimist Hall and Park	- 1 elementary school
Williamstown	- Char-Lan Recreation Centre - Celtic Music Hall of Fame - Glengarry Nor' Westers and Loyalist Museum - Paul Rozon Memorial Park & Hall	- 2 places of worship, including St. Mary's Centre
	- Fairgrounds - library	- 1 elementary school - 1 secondary school - Sir John Johnson Manor House
Bainsville	Jack Danaher Park Hall and outdoor rink	- 1 place of worship
		- 1 elementary school
Green Valley	- Green Valley Community Centre & Park	- 1 place of worship
South Lancaster		- 1 place of worship
Glen Walter	-	- 1 place of worship
		- 1 secondary school
Summerstown	-	- 2 places of worship
		- Coopers Marsh Building
Glen Nevis	-	- 1 place of worship
		- Abbey for the Arts
Dalhousie Mills	-	- 1 place of worship
St. Raphael's	-	- 1 elementary school
		- 1 place of worship

¹⁴ Appendix C contains details on the components of these municipal facilities.

If non-municipally owned facilities are removed from the total, those used or potentially suitable for older adult programming are more disbursed throughout the Township while also being relatively concentrated in the larger settlement areas. A number of these municipal facilities - Lan Char Centre, Lancaster Legion, Martintown Community Centre and North Lancaster Optimist Hall - are either dedicated older adults centres or essentially function as such due to the age of the people who use them. As shown in Table 3.1 Glen Norman, Summerstown Station, and Brown House are without both municipal and non-municipal facilities that might be considered for recreation programming. Improved distribution using existing community facilities will also bring services closer to settlement areas that are without program space.

Considering the current distribution of facilities/spaces, their ownership, and those that currently offer programs for older adults, the following are potential opportunities to pursue to fill geographic gaps in program space:

- Green Valley Community Centre and Jack Danaher Park Hall in Bainsville are municipal facilities that can be used to bring programs to the north and southeast areas of the Township.
- Develop a municipal facility in Glen Walter Regional Park or institute a formal agreement for access to non-municipal facilities in Glen Walter (e.g., church, secondary school) to bring programs to southwest area of Township.
- Institute a formal agreement for access to Coopers Marsh Building in Summerstown to provide programs/activities in this area.
- Institute formal agreements for access to church halls in Glen Nevis and Dalhousie Mills to provide programs/activities in these settlement areas.
- Institute a formal agreement for access to non-municipal facilities in St. Raphaels (e.g., church hall or elementary school) to bring programs to this area.

Considering all existing facilities/spaces, their ownership and current use for older adult programming, and community interest in expanded programs and activities, the following are indicators of opportunities to improve the supply of programs in the Township:

Developing arts, culture and heritage programs

- Celtic Music Hall and Glengarry Nor' Westers Loyalist Museum are municipal facilities that can be used to expand performing arts and culture/heritage programming, respectively.

Developing physically active, health and wellness-oriented programs

- Sir John Johnson Manor House may also offer opportunities for additional programming.
- Partner with Stormont, Dundas and Glengarry County Library for local, library-based programs.
- Partner with Abbey for the Arts in Glen Nevis to expand arts programs/activities.
- Use municipal facilities in locations other than those noted above, to provide programs appropriate to available spaces.
- Use facilities for which formal agreements are established to provide programs that are appropriate to these spaces.
- Use municipal facilities and those for which formal agreements are established to provide new/enhanced programs that are appropriate to these spaces and cover the continuum of **recreation**-health to **health**-recreation content.
- Consider other municipal facilities such as the curling club and fairgrounds as new program locations.

Mobile Programs

Ideally, all programs and activities should be locally accessible but that is not a feasible option for delivery. Moreover, demand for the same types of programs/activities may not be consistent across the Township. For this reason, programs that prove generally attractive or beneficial for larger audiences or more markets should be considered for possible rotation to different facilities over the course of a season or year, depending on the nature of the service, funding cycles (where applicable), program-facility compatibility and the availability of needed transportation.

Carefor/Glengarry Outreach Seniors' Services, which operates out of Lan-Char Centre in Lancaster, offers in-home services that include telephone reassurance and friendly visiting (depending on the availability of volunteers). There may be opportunities to work with Carefor to develop home-based programs that could connect several older adults who are isolated in the same area of the Township.

While the general feeling among those consulted in South Glengarry was that older adults do not favour electronic communications, on-line communities are an option to making social connections - and possibly generating interest in program/activity participation. While they should not replace personal contact, particularly as not everyone is 'wired', there may be a role for digital communications in developing social networks among older adults.

Bringing People to Programs: Improved Transportation to Programs/Activities

Improving the geographic distribution of community use facilities will reduce the travel distance to programs and activities for some people. It is not feasible, however, to provide immediate access to recreation programs for all areas of any community. Moreover, the problem is exacerbated in rural communities like South Glengarry where population is widely disbursed. While the survey results did not indicate high demand for transportation services, the large majority of respondents drive, and this is likely a reflection of the relatively young age cohorts that they occupied. For people who are older, and those who do not drive, transportation support is critical to accessing services. Options to driving are also beneficial for those who can drive but do not drive in inclement weather, in the winter or at night.

Agency-based Services

Carefor/Glengarry Outreach Seniors' Services, which operates out of Lan-Char Centre in Lancaster has a van that can accommodate up to six people, and for which service can be scheduled, as needed. While priority is placed on transportation to medical appointments, and it is used for regular shopping trips to Cornwall, the service is available for travel at other times throughout the area. Use is currently limited to two days per week due to limited demand, so there is considerable potential to improve transportation to a wide variety of destinations using this resource.

The van will transport people to the Lan Char Centre's diners club at no charge and to other activities for \$8.00 per trip. Service for people in South Glengarry to virtually any destination is available at \$0.40 per kilometre. Medical appointments and shopping trips to Cornwall are \$10.00 per person.

As a first step, the Lan Char van service should be better promoted throughout the community to help determine if it is lack or awareness of its availability or the cost that is limiting demand. Opportunities to reducing the cost of the service to individuals should also be entertained, and might be improved if overall use increases sufficiently.

Other agencies (e.g., GIAG) that purchase transportation services for their clients should also be consulted to determine if there is potential for resident access to these services for social/recreation trips to destinations not currently served.

Volunteer Transport

It is likely that many informal transportation arrangements exist among older adults in South Glengarry. Attracting current non-participants who might not know others to contact for transportation, however, may require a more formal approach to connecting those willing to drive with those who need a ride. As noted in the survey results, over twenty people indicated they would be interested in volunteering to help older adults participate in recreation (e.g. driving, phoning with information on programs, buddy to a new participant, etc.). Those who provided their contact information will be the first on a list of potential volunteers, and a call for volunteers for transportation should be a standing, advertised request. A corresponding list of people who are in need of transportation to programs and activities should also be initiated, and organized to match drivers/riders by geographic area and program interests, to whatever extent is possible.

Peer support will be an increasingly important aspect of community capacity to offer older adult services, if for no other reason than the growing proportionate representation of older age groups in the population. This is a message that could be promoted as part of volunteer development efforts (see Section 4.0 for discussion on volunteers).

Active Transportation

Opportunities may present themselves to improve the Township's built environment to support walking, cycling, scootering, etc. between destinations, particularly within settlement areas. These types of improvements will benefit all residents and encourage physical activity as part of everyday life.

A specific need mentioned by residents is a lit intersection at the Route 34 and Oak Street crossroads in Lancaster. This improvement would slow traffic that uses Route 34 to and from the 401, much of which is trucks. It would make a safer connection between the east and west sides of the street for all residents, including those of the seniors housing in the area.

Trails and their recreation/physical activity function were discussed above. Depending on how they are designed, linked and oriented to destinations, they

can simultaneously serve an active transportation function. This is an investigation best addressed in plans that link the recreation function of trails and active transportation. Haliburton Ontario exemplifies a rural community that has made great strides in developing active transportation infrastructure over time. This community's story is told in a presentation entitled "Active Transportation in Rural Ontario: Haliburton County".¹⁵

Case in Point: Rural Public Transportation

TROUT (The Rural Overland Utility Transit) is a rural regional public transportation system that has been operating since May of 2010. Centred in Bancroft Ontario, it serves eight municipalities in the northern part of Hastings County and Haliburton County.¹⁶ Community Care North Hastings (CCNH) owns and operates the system, which grew out of the need to expand its 'handi-bus' service to seniors. TROUT "makes 9,000 trips annually. While the TROUT is open to everyone in the community, about 70% of riders are older adults (i.e., 55 years of age and older)" (TROUT Case Study, p. 6).

TROUT operates on a 'blended flex' service model that combines fixed route and specialized services. A Bancroft route runs daily, and three out-of-town routes each operate one day per week. Door-to-door service is available for adults 55+ years and older, and adults 18+ years with a physical disability. There are four fully accessible buses, and the service employs five part-time/casual drivers. The geographic area served totals 3,380 square kilometres, and supports a permanent population of 15,000 or 4.4/sq. km. (ranges is 1.3 to 16.9 persons per square kilometre).

Other services include organized trips to social, cultural, and other destinations throughout the province, private hires for group events, periodic promotional pricing (free or reduced rates), and advertising space on vehicles. Revenues

¹⁵ presentation is available at:

https://www.fcm.ca/Documents/presentations/2012/webinars/Active_Transportation_in_Rural_Ontario_EN.pdf

¹⁶ Hastings County municipalities include Town of Bancroft, Municipality of Highlands East, Carlow Mayo Township, Township of Faraday, Municipality of Hastings Highlands, Township of Tudor and Cashel, Township of Limerick, and Wollaston Township. Highlands East is in Haliburton County. The Town of Bancroft is the 'host' for the gas tax rebate for all partner municipalities.

from these services are directed to funding the public transportation function.

Discussion with the CEO of Community Care North Hastings revealed that, although TROUT is founded on a sustainable model, has been in operation for five years and has experienced consistent growth in demand and use, maintaining the service is an ongoing struggle. There is limited support among local councils to ensure consistent funding through tax levies, and a misconception about the subsidized nature of public transportation systems in general. From 2010/11 and 2011/12, for example, contributions from the participating municipalities fell from just over \$28,000 to \$16,000. The Provincial gas tax rebate, which comprises a considerable proportion of funding, is based on a formula that is tied to local contributions, and so fluctuates accordingly. Funding from the Government of Ontario has ranged from \$54,000 to \$105,000, and is typically around \$70,000. With an annual operating cost of approximately \$300,000 (about \$1,000 per day), and variable funding from other sources, CCHN is responsible for making up any shortfalls in costs. Ongoing efforts to meet this gap are proving to be too much of a drain on CCNH's resources. As a result, TROUT's services have been reduced.

Clearly, there is need for this type of service for older adults in rural municipalities. TROUT receives many inquiries from across the country about developing similar services. Despite the existence of a champion for, and operator of, the service in the form of CCNH, it is apparent that a commitment to earmarked funding from all municipal partners (and other levels of government) is essential to make it work, and that this commitment is not easily achieved.

3.3.2 Physical Access To, and Usability Of, Facilities and Spaces

New Facility Requirements

A number of people who participated in the consultations indicated the need for an indoor recreation complex - and particularly an indoor pool - in South Glengarry. Indoor pools, and related recreation facilities, are typically of interest as additions to municipal facilities where none currently exist. They are all-ages serving and can accommodate a wide variety of aquatic and dry land programming under one roof. For older adults, in particular, aquatic activity can offer a range in workout intensity without the physical stresses of intense weight bearing exercise on land. At the same time, indoor pools complexes are both expensive to build and to operate. Typically, they cost a minimum of \$9 million to construct and generate annual operating deficits in excess of \$400,000. A

population base of between 20,000 and 25,000 is generally the threshold at which an indoor pool starts to become feasible, as it generates sufficient use to support facility provision. South Glengarry's population in 2011 was 13,325 and is projected to decline to 10,410 by 2031.¹⁷ Collectively, these indicators suggest that an indoor pool would not be a feasible investment for South Glengarry.

The Memorial Hospital in Alexandria (HGMH) has a therapeutic pool, which is wheelchair accessible. The pool's schedule includes structured programs and recreational swim, and is open to the public. There may be potential to make this pool a transportation destination for South Glengarry's older adult residents interested in aquatic programs. The Tim Horton's Dome in Alexandria includes a walking track, which could benefit Township residents interested in walking indoors, assuming transportation and access arrangements could be made.

Interest in activities such as lawn bowling and bocce ball would need facilities to support league/club activity. Several of the community centres and halls discussed above are located in, or immediately adjacent to, park space: Green Valley Community Centre; Jack Danaher Park; Martintown Community Centre; North Lancaster Optimist Hall. The possibility of installing a walking path to, and along, the water at Martintown Community Centre was suggested. These types of facilities, as well as amenities like exercise pad/pavilions, older adult playgrounds, and outdoor seating areas can be provided at considerably less cost than the major types of facilities noted above. Ideally, a parks and recreation master plan should be prepared first, however, as a Township-wide service plan that will consider the needs of all age groups and recreation uses in the community, where various facilities/amenities are best located, and how those specific to older adults 'fit' into the overall scheme. Once a high level plan is determined, site-specific plans can be prepared for each location. A site plan for Martintown Community was prepared some years ago, but not implemented. This plan could be used as the basis for an updated master plan for the site. Similar plans should be prepared for each park/hall location as they are developed or redeveloped.

Accessibility and Design

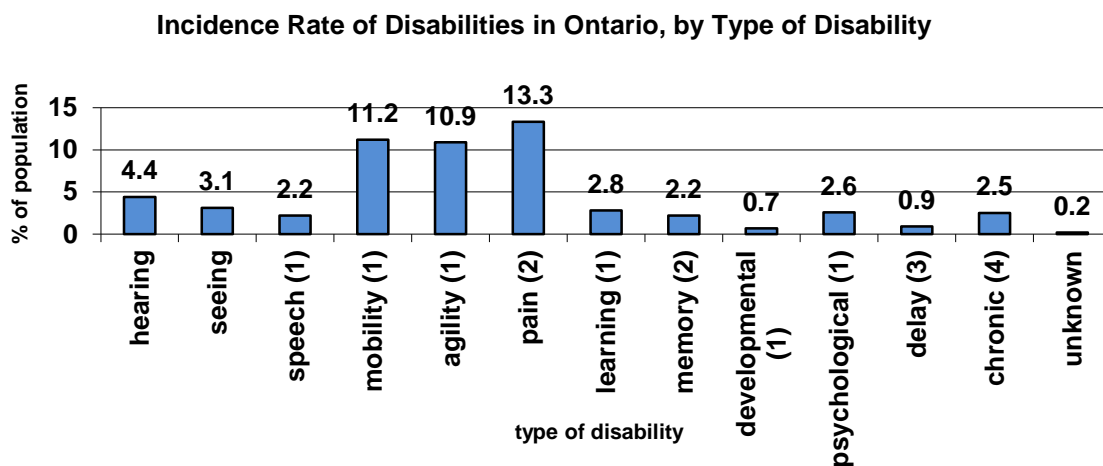
Minimum Standards to Meet AODA Requirements

As with transportation support, limited interest among survey respondents in improved accessibility to public facilities and spaces is likely a reflection of the

¹⁷ Hemson Consulting. 2013. Population and Growth Projections United Counties of Stormont, Dundas and Glengarry.

relatively young age cohorts of respondents. Moreover, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) has established standards to achieve a minimum level of accessibility in the design of public spaces. These changes, as they are implemented, will benefit our aging population. The following statistics and diagram are from the Township of South Glengarry 2013 Accessibility Plan (p. 6):

- 14.3% of Canadians reported a disability through Statistics Canada's 2006 Participation and Activity Limitation Survey (PALS) compared to 12.4% in 2001;
- About 40% of this increase is attributed to the aging population. Increased social acceptance for reporting disabilities is also a factor in the increased incidence rate;
- 15.5% of Ontarians reported a disability through the 2006 PALS (compared to 13.5% in 2001);
- 1.8% of Ontario's children age 0 to 4 years and around 4.7% of Ontario's 5 to 14 year olds were reported as living with a disability;
- 41.7% of Ontarians with disabilities have severe or very severe disabilities and the proportion with severe or very severe disabilities increases with age;
- Because disability tends to increase with age, it is estimated that 20% of the population will have disabilities by the year 2020;
- Pain that reduces activity, mobility limitations, and reduced agility are the most common reported disability types.



- (1) – not applicable to children 0 to 4 years of age
 (2) – applicable to adults 15 years of age or older
 (3) – children 0 to 4 years of age
 (4) – children 0 to 14 years of age

The Township's Accessibility Plan identifies the specific improvements that are needed at each municipal facility, according to the proposed year for implementation to 2016, including facilities and park spaces currently, or potentially, used for older adult recreation. Several of these upgrades have been completed. Similarly, a Sidewalk Rehabilitation Plan that meets the AODA standards is in place (p.14), and should contribute to increased walkability. AODA improvements are legislated and so will continue to be implemented incrementally, and the Township's Accessibility Plan will be updated accordingly. There may be opportunities, however, to consider facility and space upgrades that both meet AODA requirements and go beyond these to better serve the community as a whole.

The components of the built environment that are covered by the AODA's Design of Public Spaces Standard¹⁸ essentially end at the entrances to buildings at which point, the Ontario Building Code takes over and addresses the accessibility of building interiors.

Universal Design and CPTED

Beyond minimum standards to comply with accessibility legislation, there are other approaches to designing and constructing buildings and outdoor spaces that work to optimize inclusivity for the widest range of ages and abilities, and to make the environment work to support safety.

Ronald L. Mace (1941-1998), an American architect, lawyer and founder of the NCSU Center for Universal Design, coined the term 'universal design' in the early 1990s Universal Design:

...is a design concept that recognizes, respects, values and attempts to accommodate the broadest possible spectrum of human ability in the design of all products, environments and information systems. It requires sensitivity to and knowledge about people of all ages and abilities. Sometime referred to as "lifespan design" or "transgenerational design", universal design encompasses and goes beyond the accessible, adaptable and barrier-free concepts of the past. It helps eliminate the need for special features and spaces, which for some people, are often stigmatizing, embarrassing, different

¹⁸ Parks and Recreation Ontario has developed a handbook to assist owners/operators in implementing the DOPS to parks and recreation facilities: Pathways to Recreation. It can be downloaded at: http://www.prontario.org/index.php/ci_id/9179.htm.

looking and usually more expensive (The Center for Universal Design NCSU).

Universal Design is supported by the following seven principles in its application:

Principle	Description
ONE: Equitable Use	The design is useful and marketable to people with diverse abilities.
TWO: Flexibility in Use	The design accommodates a wide range of individual preferences and abilities.
THREE: Simple and Intuitive Use	Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
FOUR: Perceptible Information	The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
FIVE: Tolerance for Error	The design minimizes hazards and the adverse consequences of accidental or unintended actions.
SIX: Low Physical Effort	The design can be used efficiently and comfortably and with a minimum of fatigue.
SEVEN: Size and Space for Approach and Use	Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

Source: (The Center for Universal Design NCSU)

Each of the principles has guidelines associated with its application.¹⁹ As noted above, its goal to create built environments that support all ages and abilities make it a more seamless approach to planning for the community as a whole.

Crime Prevention Through Environmental Design (CPTED) uses techniques in architectural and landscape design to create 'natural' impediments to crime and anti-social behaviour and, in turn, increase the perceived and real safety of facility and space users. CPTED "is a proactive design philosophy built around a core set of principles that is based on the belief that the proper design and effective use of the built environment can lead to a reduction in the fear and incidence of crime as well as an improvement in the quality of life" (CPTED

¹⁹ https://www.ncsu.edu/ncsu/design/cud/about_ud/udprinciplestext.htm

Ontario). It is based on three principals that leverage integrated design solutions to promote natural surveillance, access control, and territorial reinforcement. Landscaping elements, for example, can be used to ensure clear sightlines, and boundaries. Areas around buildings can be designed to generate community activity that might not otherwise occur, or can be strategically lit to improve safety and visibility at night. Appendix D contains a brochure that briefly outlines this approach to designing the built environment.

Universal Design and CPTED approaches to design and construction of built environments align more closely with the World Health Organization (WHO) Checklist of Essential Features of an Age-Friendly City',²⁰ since they embrace more than technical accessibility requirements for physical disabilities.

Future Facility/Space Design and Adaptation

As the Township builds new/upgrades existing facilities and spaces, AODA and Building Code requirements will be implemented. In the summer of 2015, the Township conducted an audit of all public outdoor spaces and buildings by settlement area. It includes all parks and recreation facilities. The audit is largely pictorial, with key deficiencies noted in text. It provides an excellent base inventory for the purposes of determining the potential for programming municipal facilities and outdoor spaces, and identifying priorities for improvements to support access to/use by older adults.

The Township's audit commented on facilities and spaces in relation to the 'World Health Organization: Checklist of Essential Features of an Age-Friendly City'.²¹ This checklist is useful for focusing attention on the age-friendliness of various elements of the physical environment. At the same time, as a global guide, it cannot specify how individual communities will achieve required changes 'on the ground.' Additional work has to be done at the local level, therefore, to detail the planning, design and construction specifications for its own public buildings and outdoor spaces. Before any upgrades or renovations are made to facilities and spaces, a determination of recreation programming requirements should be undertaken to optimize the potential for the space/facility to better accommodate existing or to house new programs/activities.²² This

²⁰ http://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf

²¹ http://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf

²² While the focus of this discussion is services for to older adults, many facilities/spaces also serve younger age groups. In these cases, the full range of programming requirements should be established before making alterations or upgrades.

should include requirements for the full range of programs/activities that the space might accommodate, and the amenities to support these uses.

The municipality has a 'workplace inspection checklist' that covers workplace safety and suitability as a work environment. Although the list is not directed to evaluating spaces for recreation purposes, and the items do not necessarily reflect requirements around AODA accessibility or safety for older adults per se, it provides an example that could be used to develop one that incorporates these considerations. Such a checklist could include the AODA physical accessibility requirements for public spaces, and can go beyond these minimums to also cover age-friendly aspects that are not addressed in the AODA, and that Universal Design and CPTED approaches might cover. It could be used to prepare specifications on the complete range of alterations to be made (or at least considered) when renovations or improvements plans are developed. Certain of these improvements will simultaneously benefit other sectors of the community. An appropriately sized and designed family washroom, for example, can accommodate people using wheelchairs or walkers, people requiring sensory or cognitive support, adults who need assistance to use the facilities, and caregivers with infants and/or children (of the same or opposite sex). The primary objective in developing a checklist that anticipates a full range of facility features is to integrate as many considerations as possible in a single resource so that planning, design and construction of all facility aspects is considered in a comprehensive manner.

Even though Universal Design and CPTED seem to be adding extra layers and, therefore, complexity and cost to the design of environments and buildings, that is not necessarily the case. Professionals (architects, landscape architects, interior designers, etc.) who are conversant with these approaches, as well as AODA requirements, can: a) establish compliance as the minimum, b) go beyond compliance to identify opportunities optimize design outcomes by blending appropriate elements of each, and c) determine how to achieve the optimum design for a comparable or marginal additional cost. Moreover, design that attempts to support all age groups, physical and cognitive abilities, and sensory relationships with the environment will simultaneously benefit greater numbers of older adults and other residents in the community. If developing an integrated checklist requires professional expertise that is not available in-house, the Township should investigate opportunities for grants to hire professionals with the required accreditation in areas beyond AODA requirements.

3.3.3 Affordable Access to Programs and Activities

For the community programs and activities reviewed, the costs to participate seem reasonable - and range from free to minimal fees. Respondents to the survey appear to agree with this assessment since the emphasis regarding costs was to ensure that programs/activities continue to be provided at no/low cost as opposed to existing services being deemed too expensive.

At the same time, the perception of expense is both personal and relative. It is important, therefore, to ensure that low income older adults in South Glengarry (e.g., single females) are able to participate in a variety of programs and activities if they so choose. This is particularly important in a rural community, where the cost of transportation to a program or activity may comprise all or most of the total cost to participate. Service pricing, therefore, should consider the total cost of participation.

The suggested potential improvements to recreation services for older adults in South Glengarry that generated the highest levels of agreement included two that related to cost:

- If someone needs help participating in an activity, the person who comes with them to help should not be charged a fee.
- Someone who cares for a relative or friend and wants to participate in activities should be able to bring the relative or friend with them and have care provided on-site while they participate.

The Township's Accessibility Plan notes, "In the event that admission fees are charged, there will be no charge to the support person" (p. 57). This policy applies to programs provided directly by the Township, and should be advertised as part of communications and information dissemination efforts. Opportunities to work with agencies that provide respite services (e.g., Carefor, GIAG) or to provide parallel programming for caregivers and their relative or friend should also be pursued.

Recommendation 5: Pursue opportunities to fill geographic gaps in programming by using Green Valley Community Centre and Jack Danaher Park Hall in Bainsville; developing a municipal facility in Glen Walter Regional Park or instituting a formal agreement for access to non-municipal facilities in Glen Walter; instituting a formal agreement for access to Coopers Marsh Building in Summerstown; instituting formal agreements for access to church halls in Glen Nevis, Dalhousie Mills, and to the church hall or elementary school in St. Raphaels.

Recommendation 6: Pursue opportunities to improve the local supply of arts, culture and heritage programs at the Celtic Music Hall, Glengarry Nor'Westers and Loyalist Museum, and Sir John Johnson Manor House, and at other municipal facilities in other settlement areas, by partnering with SDG Library, and locating programs in other facilities for which formal agreements already exist.

Recommendation 7: Pursue opportunities to develop new/enhanced physically active, health, and wellness-oriented programs to cover the **recreation**-health to **health**-recreation continuum, using appropriate municipal facilities and those for which formal agreements are established.

Recommendation 8: Increase mobile programs through program rotation to appropriate facilities, in-home provision and selected on-line networking programs.

Recommendation 9: Improve transportation services to program/activity locations by working with Carefor/Glengarry Outreach Seniors' Services to use its bus, investigating similar opportunities with GIAG, developing volunteer-based transportation assistance, and capitalizing on opportunities to improve safe walking and cycling options (e.g., linking trails to destinations, installing a lit intersection at County Road 34 and Oak Street in Lancaster).

Recommendation 10: For older adult residents' access to major facilities such as indoor pools, walking tracks, fitness centres, consider purchase of service agreements with other providers and facilitate transportation access to these locations/programs.

Recommendation 11: In conjunction with Township-wide recommendations and priorities of a parks and recreation master plan, and/or site-specific park master plans, establish the need for, and locations of, new facilities including a lawn bowling green, a bocce court, and other amenities such as exercise pad/pavilions, older adult playgrounds, and outdoor seating areas, etc.

Recommendation 12: The Township's Accessibility Plan and the Ontario Building Code stipulate legislative requirements, which are the minimum standards to be met in designing public facilities and spaces, and will be implemented over time in South Glengarry. The Township should consider going beyond these minimums and integrate WHO age-friendly criteria, Universal Design, and Crime Prevention Through Environmental Design (CPTED) approaches to planning, designing and building community facilities and spaces. An integrated checklist, along the lines of its 'workplace inspection checklist', should be developed for this purpose. Funding to contract professional services to develop the checklist should be sought if the expertise is not available in-house.

Recommendation 13: Service pricing should continue to comprise a balance of no/low cost programs to ensure affordable access to some programs for all older adults.

Recommendation 14: In program/service planning, pricing should consider the total cost of participation and service evaluations should include users' perceptions of affordability.

Recommendation 15: For programs provided directly by the municipality, the Township's Accessibility Plan statement that waives program/service fees for support persons should be advertised, and opportunities to provide caregivers with on-site respite care or parallel programming should be investigated.

3.4 Communicate the Availability of Facilities, Programs, Activities and Support Services

Among survey respondents, not knowing “what’s available and where to find good information” was the most frequently reported reason for not participating in recreation in South Glengarry. “Activities should be better advertised” was the third most noted required improvement to recreation services. Meeting participants also indicated the need for improved information and communication about the availability of programs, activities and services. Despite an overwhelming amount and sources of information in our digital world, lack of awareness about recreation services is a long-standing and common concern in communities across Ontario. A second issue is isolation among older adults, which can be exacerbated in rural communities where distances and lack of transportation may preclude travel to participate in group activities.

This function comprises both relatively passive and active components. On the passive side, providing information is essentially limited to ensuring that information is current, complete and ‘front and centre’. On the active side, communication implies an ongoing, two-way flow of information between two or more parties. Directions from ‘Phase One Report: Context, Issues and Opportunities’ point to the need for improvements in both streams. The Age-Friendly Plan should:

- identify feasible options to improving communication about, and promotion of, recreation programs, activities and services to older adults in all areas of the Township.

- outline an approach to connecting with older adults in the community who are isolated and/or not currently engaged, and may be interested in accessing recreation services.

These two streams are equally relevant to all recreation services - facilities, parks, and programs/activities - and so should be developed parallel to substantive improvements in these other areas.

While those who participated in consultation expressed a preference among older adults for person-to-person contact, as opposed to other types of communication (e.g., print, digital, etc.) there is need to develop both channels. Each method has a specific role to play. It is also not possible or preferable for all communication to occur in a person-to-person manner. While today's older cohorts may be best served via personal contact, this may change as younger age groups, who represent the community's future older adults, continue to use digital media. Currently, just over one-fifth (21%) of the Township's Facebook followers are 55+ years of age. Another 20%, however, comprise those who are now 45 to 54 years of age, and this group will next begin to occupy the older adult age cohorts. This group and those who are now 55+, therefore, will represent a noticeably larger audience for/users of digital communications. The trend to generally greater use of Facebook by older populations than youth is also supported by Township statistics that show a stepped decline in use of this medium by all age groups under the 35 to 44 year age category, which represents the peak at 25% of followers: 25 to 34 years of age (23% of followers); 15 to 24 years old (9% of followers); ages 13 to 17 (0.74% of followers).

The Township has a Communications function that works to disseminate information and promote municipal news and services. The SDG Library, which has a Communications and Marketing Librarian, may be a potential partner for future efforts in improving awareness and knowledge about available recreation programs and services. The following discussion addresses the topics of information provision, and communication and outreach, separately.

3.4.1 Information Provision

Information Base

Comprehensive, Current Service Inventory

There are multiple sources of detailed information on community facilities, spaces, and programs in South Glengarry. The Township documents and

provides details on its parks and recreation facilities. It also provides information on programs/services for older adults that occur within these spaces, if relevant information is submitted to the municipality by the organization operating the program/service in time to be included in seasonal advertising material. Not all sources of information, however, are consistent and it is difficult to maintain currency across all channels with limited staff resources.

The following outlines an approach to organizing and consolidating available information that is intended to streamline the process and products. Please note that the discussion includes reference to information that is anticipated for dissemination as a result of other actions in this plan, and focuses on the way information is presented to the public. Other ways of organizing data may be required for internal purposes (e.g., parkland by type). Ideally, however, the same information base can be used to manipulate the data as required. A database comprising a single 'master' that can be easily reproduced in different formats would preclude inconsistencies across various sources.

Collectively, service inventory information comprises three general categories, the content of which tends to change more frequently from category 1 to 3:

1) Infrastructure information: details on the names, types, locations of parks, facilities, spaces and their amenities. Ideally, this information should be documented in a single database that is updated as changes are implemented, and used wherever it is published, and in various required forms. This will ensure consistency of information wherever it appears. The primary organization of the inventory should be place-based, first by settlement area and second by sites within each settlement area. Each site can be further described by: name or names if there are more than one per location, address, park type/size (if appropriate), number and type of indoor and outdoor facilities and relevant details on each, other amenities (e.g., parking, accessibility, links to trails, etc.), and contact information/other details for scheduling facilities or program operators at this location.

2) Relatively fixed programs/support services: ongoing services that are more or less fixed and support all areas of service such as transportation services, contact information for volunteers (both to become a volunteer and access, for example, a volunteer home visitor or phone call), contact information at the Township for program/service information or to report concerns about parks and facilities, who to contact to join the 'South Glengarry Older Adult Network' and be put on a 'telephone tree' contact list, etc.

3) Seasonal program services: As is the current practice, this information is provided seasonally for programs that occur in Township facilities, and others for which the Township is provided sufficient and timely information. This is likely the most difficult aspect of the service inventory to maintain in a comprehensive and up-to-date form, as it changes the most and there is no way to ensure that all program/service providers report their offerings to the Township. It is also a labour-intensive task, and so particularly problematic for a small staff. At the same time, awareness of available programs and activities is essential to optimizing engagement among already active older adults and enticing new participants. The following section focuses on opportunities to improve information dissemination in an effort to address these concerns.

Case in Point: Age-specific Information

Although an urban municipality with a direct service function, West Vancouver's recreation department web section provides details on its programs and services by age group, and includes a wide range of categories in its Adult 55+ section: Aquatics, Arts & Culture, Health & Fitness: Indoor, Health & Fitness: Outdoor, Healthy Living, Learning, Social Programs, Support Programs, Special Events, Sports, Trips & Outings.²³ This approach is an example of one that could be used to organize community-based programming information in South Glengarry. These categories (or others that may be adopted) could also be used for program planning and evaluation purposes.

Information Dissemination

Non-personal forms of contact are well suited to simply disseminating information. These include print and digital media, and radio and TV. The Township's Economic Development and Communications Department uses a wide variety of methods to provide residents with information on municipal services.

²³ Source: <http://westvancouverrec.ca>

Print and Digital Media

The following print media are used to distribute information to Township residents:

- Recycling calendar: distributed to households mid-July each year
- Tax Notice Newsletter Inserts: yearly, inserted in tax bill May/June
- Seaway News “South Glengarry News” page: quarter page ad comprises list of events for the upcoming month and seasonal/relevant municipal topics; the rest of the page contains news articles relating to South Glengarry - typically last week of each month
- Glengarry News half page Community Calendar and ‘Are You Aware’ ad in Glengarry news that lists upcoming community events and outlines seasonal/relevant topics including recreation news, typically last week of each month
- Press releases: distributed to all local media, posted to website and social media pages
- REC Seasonal Guides
- Electronic Recreation Newsletter distributed seasonally to existing recreation subscribers

The Township also provides information to the community in the following digital forms:

- South Glengarry website: News & Public Notices page, Community Calendar
- Social media: the Township is active on Facebook and Twitter
- Press releases: periodically distributed to all local media, posted to website and social media pages

Each of these vehicles can continue to be used to circulate information on older adult recreation programs and services, and matched to best advantage in doing so (e.g., annual mailings to all households for information that is likely to be relevant for the whole year; more frequent publications/web updates for seasonal, monthly or weekly updates, as appropriate).

The Seasonal Recreation Guide is currently being revised to update and possibly expand its coverage. An option for the Township to consider in this process is working in partnership with 211 to produce a print and digital program/service guide. This type of partnership would require the Township to create an initial comprehensive print brochure of recreation and related programs, and associated services (e.g., transportation to programs/activities, available

subsidies, etc. as per No. 2 above) for older adults in South Glengarry. This brochure would then be uploaded as individual program records in 211's system, and 211 will regularly email program/service contact people for updates and will revise their records accordingly. The Township can request updated versions of the document from 211 for printing and distribution. South Glengarry has experience in working with 211, and some of its local services are posted in its system.²⁴ The South East Grey Community Health Centre has initiated this type of partnership with 211 and is in the process of having a newly published recreation and leisure guide (as part of the Healthy Kids Challenge program) put into the 211 system,²⁵ in addition to distributing the printed guide to every household within its jurisdiction.

The initial work in putting the brochure together will be labour-intensive and, for South Glengarry, may require hiring a summer of co-op student to focus on preparing the 'master' version, alone or in partnership with other agencies whose programs will be included. Ideally, the brochure/digital records would include the services the Township currently includes in its REC Guide, the programs of volunteer provides, and the **health**-recreation programs/services of other agencies that serve South Glengarry residents. As noted above, inventory data on facilities and parks are relative fixed and will only change periodically. The important consideration here is to have only one record for each asset, for consistency wherever the information appears.

211 offers the advantage of cross-referenced entries whereby, for example, the same program that is listed as both 'community' and 'older adults' will come up in searches under both categories. At the same time, however, there is no separate category for recreation and leisure, which may be something that can be initiated in consultation with 211. Section 4.0 discusses evaluating the effectiveness of these mechanisms in generating engagement among older adults.

²⁴

<http://www.211ontario.ca/quick/Ontario/ORGANIZATION/older%20adults/South%20Glengarry>

<http://www.211ontario.ca/quick/Ontario/ORGANIZATION/community%20programs/South%20Glengarry>

²⁵

https://mobile.twitter.com/SEGCHC/status/724952802196357121/photo/1?utm_source=fb&utm_medium=fb&utm_campaign=SEGCHC&utm_content=724952802196357121

In-facility Locations for Print Information

Current community locations in which print information on programs, activities and services for older adults is disseminated include bulletin boards and pamphlet/information displays in public buildings, restaurants, stores, etc., and electronic/TV monitors in recreation/community facilities.

Evaluation activities (discussed in Section 4.0) may reveal that certain existing locations are not the optimal venues for advertising and changes may be required, as appropriate. The Township can also support the advertising efforts of community organizations, however, by providing a display unit to accommodate pamphlets and/or a community bulletin board for flyers and announcements at each of the municipal facilities used for older adult programs, activities and services. Their availability for use by community agencies and organizations should also be publicized. This will supplement digital information provided or, in some instances, may replace it (e.g., if an organization chooses not to advertise via digital channels).

Local Radio Stations

Radio announcements can be best used to announce special events, and updates/changes to programs, schedules, etc. There are a number of stations that serve the South Glengarry area, including: Variety 104.5; Wild Country 96.5; CHOD FM 92-1; Fox 101.5; Hits FM 94-7. Promotion of programs and services geared to older adults should be directed to those stations whose target audience is this age group.

Any advertisement for radio or print - whether for newspaper, flyers or digital media - should consistently provide some basic information about the program, service or event: targeted age group(s); whether it is a public or commercial service; a brief description, including any skills/equipment required; cost to participate - the fee or free; time and location; contact information for transportation to the location/other questions. Although, for the purposes of this plan, the focus is programs/services directed to adults and/or older adults, this approach would be appropriate for all recreation services including those for children, youth, and families (or other specific groups to which individual programs/services might be targeted). To the extent possible, the above-discussed information should be documented in a form that is amenable to different forms of digital and print media with minimal need to revise copy.

Each form of print information should cross-reference other sources for the same (e.g., pamphlets should refer to the 211 resource and community papers that

regularly publish information, and vice versa). In this way, the key 'go-to' places for information will become more common knowledge.

3.4.2 Communication and Outreach

While not precluding its usefulness for simple information dissemination, the benefits of person-to-person contact are optimized in outreach activities to educate older adults about the benefits of recreation, and to connect and engage non-participants - some of whom may be isolated due to circumstances beyond their control.

Education on the Benefits of Recreation for Older Adults

Educating older adults about the health benefits of being socially involved and being physically active can comprise simple, consistent and strategically placed messages. The following, for example, lists four benefits of being active:

Older Adults: Reap the Health Benefits of Being Active!!

- Improve your balance
- Reduce the likelihood of falls and injuries
- Stay independent longer
- Help prevent disease and premature death²⁶

These types of messages contain key information in statements that are easy to understand and remember. The PARC publication provides a range of indicators that can be used to educate residents about the importance of physical activity for older adults. While this particular example focuses on activity for health, others can emphasize the mental health benefits of being connected to a support network, social activity, and volunteering, etc.

Testimonials from residents who have participated in, and benefited from, involvement in various activities can make benefits more real to people who need to be encouraged to join. Testimonials can be gathered in participant evaluation surveys.

Program/Activity Promotion Outreach

If invited, Friends of Summerstown Trails will send a representative to a community meeting to promote its group's organized cross-country skiing and

²⁶ <http://www.phac-aspc.gc.ca/hp-ps/hl-mvs/pa-ap/08paap-eng.php> (see Appendix D for complete poster)

snow-shoeing programs, and host 'try-outings' for those who are interested. Snow-shoeing participation has grown rapidly in recent years, due at least in part, to this outreach. Badminton is another example of an activity that has recently grown in popularity in South Glengarry. The community groups that run these programs are their primary promoters and, as evidenced by increased interest, are successful in 'getting the word out'. The Township, however, can assist with strategic advertisement across all media to which it has access. Tracking participation in programs/activities will reveal those that are attracting increased participation and might, therefore, benefit from a short, focused promotion effort at the outset of the season to further boost interest and engagement.

Residents who participated at community meetings suggested that, for programs that are not provided at no cost, a one or two session free trial be offered to 'test' programs and activities before being required to register, and commit time and money.

Outreach to Connect and to Engage Non-participants

There were a number of suggestions from the community about how to conduct outreach and make connections with non-engaged or isolated older adults in South Glengarry. Assuming there are interested volunteers to take on this initiative with support from the Township, a campaign to encourage membership in a 'South Glengarry Older Adult Network' could be created. The primary purpose of this effort would be to connect older adults to a network through which they can be contacted on an ongoing basis via a buddy or a more formal 'telephone tree' about programs, activities and services that are available and might interest them. The same networking can be used to identify potentially new areas of interest for programs/services, connect those who need transportation support with those who can provide it, to identify potential volunteers and their area of interest/availability, etc.

Case in Point: Outreach to Isolated Older Adults

L.I.N.K.S. (Live Independently and Keep Social) - a West Vancouver "volunteer group that supports older isolated adults and helps them stay involved in their community. Volunteers are matched with seniors and help them with recreation and social activities, registration and transportation options until they gain confidence to participate independently. Referrals come from individuals, family, friends and the medical community, creating a community safety net for isolated

seniors or for those at risk of social isolation” Government of Canada, 2014, p.16).

Communication with the Township

There was interest in the community in having a designated ‘go-to’ person for questions/inquiries about recreation programs and services, and advertising the name and contact information of this designate. Whether or not it is a policy of the Township, calls to the municipal offices appear to always be answered by a person, as opposed to a machine, which is a practice that older adults appreciate. While the same service is not available at the Char Lan Recreation Centre, the Township could advertise the option of calling the Township offices to speak to someone who will direct inquiries to the appropriate staff. Inevitably, however, there are times when voicemails must be left. In terms of outreach and getting older adults more engaged, it might be good practice to ensure the calls are returned within 24 hours and to be ready to use these personal contacts as an opportunity to promote the ‘older adult’ initiative generally, and offer to provide additional information on programs/activities of potential interest. If necessary, a loose ‘script’ can be developed to ensure key points are covered, and a consistent message conveyed. This script could also be given to others outside the recreation department who deal with residents’ calls and might be able to take up this conversation.

Volunteer Recruitment

Outreach initiatives are also important to recruiting volunteers of all age groups to work with older adults. Volunteer recruitment, however, is part of a larger program that includes training and recognition, and volunteers will be an integral component of implementing South Glengarry’s Plan. This topic, therefore, is discussed in Part 4.

Recommendation 16: The Township’s information base, comprising a current, comprehensive service inventory should be consolidated into one ‘master’ source with three general categories: 1) infrastructure information, 2) relatively fixed programs/support services, 3) seasonal program services. The Township should work with 211 for its system to provide the on-line version of a printable facility, program and service brochure.

Recommendation 17: Non-personal forms of information dissemination (digital, print and broadcast) should be viewed as vehicles to providing information that is

current, complete and 'front and centre' and, to the extent possible, presented in a consistent format across various media. Each of these vehicles can continue to be used to circulate information on older adult recreation programs and services, and matched to best advantage in doing so.

Recommendation 18: Any advertisement for radio or print - whether for newspaper, flyers or digital media - should consistently provide some basic information about the program, service or event: targeted age group(s); whether it is a public or commercial service; a brief description, including any skills/equipment required; cost to participate - the fee or free; time and location; contact information for transportation to the location/other questions.

Recommendation 19: To the extent possible, information should be documented in a form that is amenable to different forms of digital and print media with minimal need to revise copy.

Recommendation 20: Each form of print information should cross-reference other sources of the same (e.g., pamphlets should refer to the 211 resource and community papers that regularly publish information, and vice versa) to generate known 'go-to' places for information.

Recommendation 21: Communication and outreach activities should focus on educating older adults about the benefits of recreation, efforts to engage non-participants and/or isolated older adults through volunteer telephone networks, free program/activity try-outs, buddy systems, developing a South Glengarry Older Adults Network and, whenever possible, prompt person-to-person contact when older adults phone the Township for information about programs and services.

Part 4.0: Implementing the Plan

4.1 Service Planning and Delivery

The foregoing sections outline a range of initiatives and tasks to be undertaken in the Action Plan. This section discusses the organizational framework, processes and resources that will be required to implement the recommended actions.

Organizational Framework, Functions and Roles

There are several key parameters surrounding the Township's role in recreation service provision that are relevant to the Action Plan and form the foundation for this discussion. These are:

- The municipality will continue to act as a facilitator for recreation service provision in future improvements or expansions to recreation services for older adults.
- With the exception of periodic funding programs from other sources that can be tapped for local improvements, and a recommended \$5,000.00 in the Township's annual operating budget to support facilitation, financial resources to undertake the work outlined in the Plan will not increase.
- The recommendations and resulting actions in this Plan need to be considered and assigned priority relative to other recreation service needs that are also part of the Township's mandate.

These parameters lead to a number of imperatives for the success of the Action Plan. They are:

- 1) The Seniors Advisory Committee that was established to prepare the Plan will become a working Advisory Committee and will be expanded to include representatives from other relevant agencies and organizations.
- 2) The essence of the working relationship among the many parties that will need to be involved is collaboration and dovetailing roles, functions, and expertise to create optimal solutions for the community as a whole.
- 3) Existing volunteer groups can be called upon to improve/expand programs and services with help from the Township.
- 4) A broader volunteer base needs to be developed to take on new tasks and to distribute existing work, as required.

Each of these points is discussed further below.

1) An Older Adult Advisory Committee

The Seniors Advisory Committee that oversaw the development of this Plan should be established as a working Advisory Committee, with an expanded membership and functions to support recreation service improvements for older adults. The Plan's Advisory Committee included representation from:

- the Township (Deputy Mayor, Community Services and Communications staff);
- community agencies including the Eastern Ontario Health Unit; Lancaster Nurse-Practitioner's Office; CareFor;
- volunteer community groups including: Lancaster Curling Club, Friends of Summerstown Trails, Glengarry Martintown and District Goodtimers, North Lancaster Optimists, Nor'Westers & Loyalist Museum, Sir John Johnson Manor House Committee, St. Mary's Centre, Green Valley Optimists, Lancaster Legion;
- community business representative;
- four active, older adult residents.

It is recommended that these agencies and organizations remain on the Committee and that it be expanded to include representation from other agencies and groups that have an interest in older adult recreation services. These should include SDG Library, Lan-Char Centre, GIAG, the LHIN, Glengarry Celtic Music Hall, the Lancaster Optimists, and the Cooper Marsh Conservationists. Township departments responsible for recreation infrastructure (e.g., Development, Fleet/Land Maintenance) should also be represented. Community Services would report to Council on behalf of the Advisory Committee.

2) Essence of the Working Relationship

Inter-departmental and inter-agency/organization collaboration will bring a wide range of expertise, experience and connections beyond the group to the table. Each party can contribute its specific expertise and knowledge to benefit the collaborative as a whole. For example, Martintown Goodtimers is a successful model of peer-based volunteer program delivery, and the Eastern Ontario Health Unit and Lancaster Nurse-Practitioner's Office are conduits to programming at the **health**-recreation end of the continuum. The Township has connections to the volunteer community, and a well-developed communications program. This is

not to suggest that new ways to approach things should be discounted. Rather, it is to ensure that each party's strengths are used to their best advantage and that - in cases where workable solutions are already represented at the table - the wheel need not be reinvented or duplicated.

At the same time, a collaborative working relationship assumes competition for scarce resources will be minimized through collective negotiations, and planning efforts aimed at equitable resource distribution over time. Not everything can be the current priority.

3) Existing Volunteer Group Capacity

In South Glengarry, older adults have long been involved in providing services to peers with the support of the municipality and other agencies. While there are limits to what existing groups can be expected to add to their current loads, new programs will - at least in the short-term - likely have to be initiated by existing providers. They will be the 'go-to' organizations until a broader base of volunteers can be developed over time to take on more work.

4) A Broader Volunteer Base

As noted above, improving services to meet the needs of an increasingly older population will require greater involvement of more older adults - as well as other age groups - in their delivery. Volunteer recruitment, training, and recognition, therefore, will be key initiatives to the success of the Action Plan, particularly over the longer-term. In the immediate term, volunteers will be required to reach out to the community to help build this base of human resources for service development. The community survey was a successful first step in identifying residents who are interested in volunteering in the provision of recreation services to older adults.

Table 4.1 outlines the key roles and functions of the Advisory Committee as a whole (which includes the municipality as part of these activities) and specifies Township responsibilities within each function. Each of these functions is discussed further below.

Table 4.1: Key Roles and Functions in Service Provision		
	Key Roles	
Function	Advisory Committee Whole	Township
Service Planning, Provision and Evaluation	<ul style="list-style-type: none"> - confirm service gaps and deficiencies in terms of priority - identify most appropriate agencies/organizations on the Committee to address gaps and deficiencies - develop proposed program or service - recruit other agencies/organizations needed to assist in delivering the program - identify lead agency/organization to spearhead provision including required support services (e.g., transportation) - pilot program/service and evaluate 	<ul style="list-style-type: none"> - document comprehensive service and facility inventory - recruit program providers and delivering support to develop and provide programs - provide assistance according to need, based on the capacity/sophistication of the service provider - coordinate and administer ongoing service evaluations - periodic surveys/meetings of community residents, sports, recreation and leisure groups to identify needs/interests/concerns - document policy on support available to community groups
Facility/space Access and Improvements	<ul style="list-style-type: none"> - input on needs/interests for indoor/outdoor facilities by organization representatives that use facilities/spaces - identify additional requirements to expand programming/use - confirm collective required improvements to meet the 'long list' of program/service needs/interests 	<ul style="list-style-type: none"> - recreation master plans, site master plans to ensure coordinated and equitable distribution of all facilities and spaces across Township - architectural and interior design to suit all program/service needs and aspirations - internal coordination of program/service objectives and facility/space improvements and ongoing operations - budgeting for improvements based on priority of need - negotiate access agreements for community use of non-municipal facilities

Table 4.1: Key Roles and Functions in Service Provision		
	Key Roles	
Funding and Fundraising	<ul style="list-style-type: none"> - ongoing scans for available funding - small working group function to fundraise 	<ul style="list-style-type: none"> - annual \$5,000 budget to support facilitation - manage community grant application process - assistance with grant applications to outside funders - identify 'shovel-ready' projects
Volunteer Development and Recognition	<ul style="list-style-type: none"> - small working group function to recruit community volunteers as needs are identified 	<ul style="list-style-type: none"> - facilitate training - maintain required documentation on volunteers - hold recognition events
Information, Communications and Outreach	<ul style="list-style-type: none"> - small working group function to establish nature of communications, organization, network and leaders for outreach activities 	<ul style="list-style-type: none"> - maintaining current information on municipal facilities and services, and providing community portal for other service providers - approval and conduit for all information, communications with the public - maintaining required documentation on outreach - accommodate information from other providers in municipal facilities - ensuring compliance to privacy laws

Program/Service Planning, Provision and Evaluation

As the foregoing sections of the Plan discuss, there is interest in a wide range of programs, activities and services for older adults in South Glengarry. Certainly, all of these interests cannot be addressed simultaneously. More importantly, however, is that interest in programs and services being made available does not always translate into use if they are provided. Consequently, ensuring optimal use of limited resources - both financial and human - points to the need to confirm sufficient demand to support service provision. While there is no foolproof way to ensure this until the program/service is operating, steps can be taken to improve the likelihood of success.

A guide to program/service planning, provision and evaluation is contained in Appendix E. It can be used for both current and future programs to:

- inventory existing programs offered in South Glengarry to see which areas of demand are currently being addressed, and mismatches between program availability and community awareness;
- clarify which areas of need/interest are deficient, to determine if needs can be met by introducing programs to the community that are replications of those provided elsewhere, or if entirely new programs are needed;
- differentiate between similar types of programs to confirm those that will best meet local needs, and may also help avoid program duplication on a community-wide basis;
- determine the objectives for needed new programs and the logistics for delivering them;
- monitor and evaluate their effectiveness in meeting program objectives.

Program and service planning might require the Advisory Committee to reach out to other agencies or businesses to implement its objectives. Working with the schools or school boards may be required at times to develop intergenerational programming or to secure access to facilities. An agreement with the Raisin Region Conservation Authority will be required to access the Coopers Marsh building. Community sports groups may be engaged to help develop and provide programs geared specifically to older age groups. The Abbey for the Arts should also be considered as a potential private sector opportunity to further develop cultural programming. Staff and volunteer training around older adult concerns such as Alzheimer's or depression may require connections with agencies such

as Canadian Mental Health Association (CMHA) or the Alzheimer's Society that can provide these services.

The foregoing recommendations have identified a number of program areas, and support services, that need improvement and which can provide a focus for program development in the short-term.

Ongoing evaluation of existing programs, as well as community research to identify new service needs, is also part of this process. While scientific evidence of program efficacy is the ideal, there is also value in participants' perceptions regarding if/how they have benefited from participation in a particular program or activity. Moreover, health-oriented physical activity programs for older adults are designed based on current evidence that they are safe and effective for their purposes. In these cases, the next step is to determine whether or not the participant experienced the intended benefits. And despite its non-scientific position, perceived or 'anecdotal' evidence of benefit will likely determine whether or not the person is likely to participate in future and/or recommends it to a friend, and so becomes valuable feedback. Evaluations questions should be aligned to be able to evaluate the extent to which the program meets its objectives, and should be designed in conjunction with the program itself.

Facility/space Improvements

As discussed elsewhere in the plan, facility and space needs for older adult programming should ideally be addressed as a component of a comprehensive master plan. The municipality should work to negotiate access to facilities owned by other providers (e.g., churches, schools) where necessary to improve program accessibility. For municipally-owned infrastructure, facility/space improvement needs should be tracked and minor needs addressed on a regular basis. Major alterations/additions should be verified and addressed through site/building master plans, and all improvements should include design considerations that go beyond minimum AODA standards. The renewed focus on community hubs by the Government of Ontario, as discussed below, offers a framework for place-based facility and services planning that is suitable to South Glengarry's need to improve program distribution based on the specific needs and opportunities in its various settlement areas.

Community Hubs

The Government of Ontario has recently issued a policy on Community Hubs, which are defined as,

“central access points for a range of needed health and social services, along with cultural, recreational, and green spaces to nourish community life. A community hub can be a school, a neighbourhood centre, an early learning centre, a library, an elderly persons centre, a community health centre, an old government building, a place of worship or another public space. Whether virtual or located in a physical building, whether located in a high-density urban neighbourhood or an isolated rural community, each hub is as unique as the community it serves and is defined by local needs, services and resources.

When people think of community hubs, they think of places where people come together to get services, meet one another and plan together. We’ve heard that community hubs are gathering places that help communities live, build and grow together. No community hub is like another, as each brings together a variety of different services, programs and/or social and cultural activities to reflect local community needs. It is this diversity of activity that allows community hubs to play a critical role in building economic and social cohesion in the community” (p. 7).²⁷

Although the concept of community hubs is not new, the Government of Ontario has made a commitment to facilitating their provision through work aimed at removing current barriers related to policy, finance, misaligned agency mandates and cultures, etc. that inhibit working together to optimize service provision. This process is in its early stages and the changes required to support the development of community hubs are yet to be implemented.

At the same time, there are existing enterprises that are deemed community hubs. Those presented in the Community Hubs report as examples include only one in a rural setting comparable to South Glengarry, and that is Belmont Hub²⁸ in Central Elgin, Elgin County, Ontario - a community of about 2,700 people.

²⁷ Government of Ontario. Community Hubs in Ontario: A Strategic Framework and Action Plan. ontario.ca/communityhubs

²⁸ <http://belmonthub.ca>

Case in Point: Community Hub in North Glengarry

An on-line search revealed a project close to South Glengarry that has the makings of a community hub. The former St. Alexander's Catholic Church in Lochiel Hamlet, North Glengarry, has become the Centre Lochiel Centre - a community and heritage centre. It was closed by the Cornwall Alexandria Diocese in spring of 2014, and it has been leased for 21 years less a day to the Centre Lochiel Centre. The Diocese agreed to grant the renewable lease on the condition that the group became a legal entity under the Ontario Historical Society and that it assume responsibility for the building: operating expenses, taxes, maintenance, upgrades and renovations. Although the intention is to sell it to the group for \$1 once property lines are confirmed and a severance is implemented, the interim lease will allow the Centre's new tenants to undertake necessary renovations to meet standards for community use. On August 31, 2015, the group was incorporated as an affiliate of the Ontario Historical Society, has a citizen-based board of directors, and is now awaiting charitable non-profit status to be able to fund-raise for the project. The campaign to re-purpose the church was lead by a former parishioner, who signed 138 members via petition.²⁹

Although this plan is limited to recreation services for older adults, directions related to strategic approaches to provision should ideally be coordinated in a comprehensive parks and recreation master plan. While certain 'hubs' and associated facilities and programs now (and in future will) largely serve older adults, municipal recreation's mandate is for the community as a whole. Incorporating facilities and programs/activities for younger adults, and particularly children and youth, is mandatory. Moreover, multi-purpose facilities optimize the ability to meet a variety of needs and operate at capacity, and integrating people

²⁹ Caldbick, M. (Jan. 20, 2016). The Glengarry News.

Address of Centre: 20923 Lochiel Rd. (County Road #21), Lochiel, ON

In South Glengarry, the Bishop's House in St. Raphaels was recently transferred from the Catholic Diocese to the Glengarry Fencibles, with the intent of creating a cultural centre in the next several years.

of various age groups in the same facilities and spaces facilitates intergenerational interaction.

Funding and Fundraising

Annuals funding of \$5,000 to support volunteer groups in developing older adult programming should be considered for the Township's budget, and awarded based on criteria such as program/activity: serves those 55+ years of age, does not duplicate a program in the same settlement area, is not-for-profit, etc. The purpose of the funding is to kick-start new programs or to cover the costs of expanding existing programs/services, with the expectation that the program or service will be self-supporting once established. Funding could be provided for a number of purposes, including purchase of equipment, access to facilities, marketing or organizational assistance beyond in-kind services available from the Township. The current Community Grants and Donations Policy process should be used to allocate these funds, and criteria to determine awards should be aligned with program/service priorities as determined by planning and evaluation activities. The Township should also continue to assist groups with funding applications, as required.

As noted above, a working group of the Advisory Committee could be formed to deal with project-specific fundraising and monitoring grant programs from outside sources.

Volunteer Development and Recognition

The work outlined in this Plan cannot be done successfully without additional manpower, most of which will have to come from the community itself. The Advisory Committee, therefore, will require a separate function to recruit, volunteers, which the Township should support with appropriate training and recognition. Volunteer development should be directly related to identified needs and prospective volunteers should be provided with a job description and anticipated time commitments.

Information, Communications and Outreach

Similar to volunteer development, communications and outreach will - at least in the short-term - require a dedicated Committee function. As an ongoing process that is frequently activated, careful coordination between Committee and Township responsibilities would be needed. The Township would be responsible for all documentation related to information and communications, vetting all

material that goes out to the public, directing it through the appropriate media, and ensuring compliance to privacy laws.

4.2 Assigning Priorities

As noted above, not everything can be the current priority and some means of objectively ordering priorities on an ongoing basis is needed. In determining the relative priority of a number of projects, each can be judged against a list of criteria, and the compared based on the total 'yes' and 'no' counts that each produces. Examples of simple criteria that might be used include are shown in Table 4.2. Not all criteria will be applicable to all projects. Outreach for example, is not place-based so the criterion on providing existing suitable and safe space would not be applicable. The whole of the Advisory Committee should develop a series of criteria to be used in priority-setting for older adult initiatives and can be publicized to provide rationale for the outcomes of these types of exercises.

Table 4.2: Priority Assessment Criteria

Criteria	Yes	No	NA
The project/or initiative:			
• addresses more than one objective			
• builds on work already started/completed			
• can be added to services already being provided by an existing agency/partnership			
• can be implemented in the short-term			
• can be provided in existing space that is suitable and safe			
• can be located to fill a gap in service distribution			
• meets a gap or deficit in current supply			
• can be offered at a no or minimal cost to participants			
• is an existing program that can be brought to South Glengarry			
• does not require access to non-municipally owned facilities/space			

The analyses undertaken in this Plan were not based on specific criteria. The key indicators used to suggest the following priorities were: gaps/deficits in programs/services by category, gaps in geographic service distribution, and the assumption that municipally-owned facilities would be the easiest to access and use. This analysis results in the following priorities for program development for older adults in South Glengarry:

Priorities for program/service development include:

- arts, culture, heritage
- physically active, **health**-recreation programs
- learning, skills development
- transportation support
- information dissemination on available services

Priorities for program/service development to improve geographic distribution using existing municipally-owned facilities:

- Green Valley
- Bainsville
- North Lancaster

Priorities for program/service development to improve geographic distribution using other providers facilities by agreement:

- Glen Walter
- Summerstown
- Glen Nevis
- Dalhousie Mills
- St. Raphaels

Recommendation 22: A working Older Adults Advisory Committee will be formed to support the Township in its role as facilitator in older adult recreation program/service development. It will comprise the same representation as that which formed the Advisory Committee for the Action Plan, as well as the following additions: SDG Library, Lan-Char Centre, GIAG, the LHIN, Glengarry Celtic Music Hall, the Lancaster Optimists, and the Coopers March Conservationists. Township departments responsible for recreation infrastructure (e.g., Development, Fleet/Land Maintenance) should also be represented.

Recommendation 23: The Advisory Committee members will work collaboratively in required capacities (as discussed above) in the following areas of recreation service development for older adults in South Glengarry: service planning, provision and evaluation; facility/space access and improvements; funding and fundraising; volunteer development and recognition; information communications and outreach.

Recommendation 24: The Township should consider providing an annual

\$5,000.00 budget earmarked to support volunteer groups in new program/service development and expansion for older adults, with appropriate criteria to help select those to be funded.

Recommendation 25: The recommendations and resulting actions in this Plan need to be considered and assigned priority relative to other recreation service needs that are also part of the Township's mandate.

Recommendation 26: Notwithstanding the above, the work of the Advisory Committee and priority areas for older adults recreation service provision that can be delivered using existing facilities should begin immediately.

Recommendation 27: Ongoing service planning, evaluation and project priority assignment, should be instituted using - and further developing/refining over time - the guidelines provided in the Action Plan.

Resources Consulted

Abbey for the Arts

<http://www.theabbey.ca/events/index.html>

Belmont Community Hub

<http://belmonthub.ca>

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Mood Disorders Association of Ontario

<https://www.mooodisorders.ca/faq/seniors-and-depression>

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West Vancouver Recreation Department. <http://westvancouverrec.ca>

World Health Organization Age-friendly Cities Checklist http://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf

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Appendix A: Advisory Committee Terms of Reference

South Glengarry Age-Friendly Community Plan Senior's Advisory Committee Terms of Reference

1. Background

The goal of the South Glengarry Age-Friendly Community Plan is to enable the Community Services Department to improve recreation opportunities for residents over the age of 55 (older adults), and to enhance communication with residents about these services.

The Plan will comprise a community needs assessment to identify gaps or deficiencies in creating an age-friendly parks and recreation system in South Glengarry, and will provide direction on addressing identified gaps, and implementing and evaluating the Plan's recommendations.

The Plan will engage various sectors of the community in its development, including public, not-for-profit and commercial organizations that provide recreation services to older adults. It will seek input from older adults across the Township to address gaps in existing services.

The Plan is to be completed by February 2016. The Government of Ontario has provided funding for the project.

2. Purpose of the Senior's Advisory Committee (Advisory Committee)

The role of the Advisory Committee is to:

- provide expert advice and guidance on the process and deliverables of the Age-Friendly Community Plan to ensure the best possible results;
- help identify gaps in the person-environment fit¹ that may prevent older adults using/participating in recreation services available in the community;
- encourage and facilitate the participation of older adults in the community in completing the needs assessment;
- ensure an informed, collaborative effort in developing solutions to address identified gaps;
- participate in developing the Plan that will go to Township Council for adoption;
- participate in the adopted Plan's implementation and evaluation.

3. Roles and Responsibilities of Members

¹ **Person-environment fit (P-E fit)** is defined as the degree to which individual and **environmental** characteristics match (Dawis, 1992; French, Caplan, & Harrison, 1982; Kristof-Brown, Zimmerman, & Johnson, 2005; Muchinsky & Monahan, 1987).

Members will:

- provide expert feedback on the process and deliverables of the project at each stage in the Plan's development;
- vet various materials and initiatives developed throughout the course of the project (e.g., needs assessment questions, workshop plans, etc.);
- promote the project within their respective communities, and in the community-at-large to generate interest and participation among older adults in the Plan's development;
- help disseminate the final Plan to the appropriate target audiences (e.g., executives/managers who are in charge of setting organizational direction; marketing, communications staff; program/service delivery staff);
- make decisions related to the Plan's development and recommendations on behalf of their agency or organization;
- review and approve the Plan that will go to Township Council for adoption.

Members are expected to:

- actively participate in scheduled committee meetings;
- represent, to the best of their abilities, the views and interests of the communities, populations and/or service users they represent at committee meetings;
- be ambassadors for the project in the broader community;
- work collaboratively with other committee members and seek consensus to facilitate strengthened community ties and partnerships.

4. Decision Making Procedures

The Township of South Glengarry Council will approve and adopt the final Plan. The Advisory Committee will provide the input/advice needed for Township staff to make informed and considered recommendations, and will approve the draft Plan that will be presented to Council. Municipal staff/consultants working on the project will facilitate Advisory Committee meetings, and consolidate member input to report to Council.

5. Reporting Relationships

Municipal staff/consultants will report on the activities of the Advisory Committee to Township Council throughout the project, as appropriate. In addition to community representatives, the Advisory Committee will include a Township Council member and Municipal staff from the following departments: Community Services; Infrastructure Services; Economic Development and Communications Officer and Chief Building Official.

6. Conflict of Interest

A conflict of interest arises when a member's private or personal interests may take precedence over or compete with his or her responsibilities as a committee member. Conflicts of interest must be immediately reported to the Chair of the Advisory Committee, who will seek the advice of Administration in determining a course of action.

7. Confidentiality

In the course of carrying out their roles and responsibilities, committee members may be given access to confidential materials or information. Committee members are expected to respect the confidentiality of all sensitive information discussed at committee meetings.

8. Resources Available

Ontario's Senior Secretariat, Age-Friendly Community Planning Grant's guide to age-friendly planning is ***Finding the Right Fit: Age-Friendly Community Planning***. This guide can be found at: www.seniors.gov.on.ca/en/afc/guide.php

9. Membership

Membership will comprise a cross-section of individuals with knowledge and understanding of, and/or professional experience in, recreation for older adults.

10. Meeting Schedule and Time Commitment for Preparing the Plan

Advisory Committee members will be requested to commit to participating approximately 12, two-hour working sessions between September 2015 and February 2016 along with few hours of preparation before each session. In instances where members represent organizations, the member will be requested to designate one alternate in the event of his/her inability to attend a meeting, to ensure continuity in the organization's participation.

The first Advisory Committee meeting will be held on September 30, 2015. Dates for the remaining Advisory Committee meetings will be set following this first meeting. Draft materials for discussion at each session will be provided to Committee members several days in advance of the meeting to allow sufficient time for review.

The meetings will be held primarily in South Glengarry Facilities or other community spaces. Although it is expected that members will make every effort to attend in person, there may be instances in which this is not possible. In these cases, members will have the option of participating via teleconference.

APPENDIX B: Age-Friendly Study Promotions via South Glengarry Communications and Detailed Resident Survey Results

The following pages show the promotional material that was disseminated via various media to advertise the plan's preparation and request resident participation, and advertisement and distribution of the survey.



Press Release

For Immediate Release

South Glengarry Seeking Input for Age Friendly Master Plan

Lancaster, Ontario, November 24, 2015 – Are you 55 or older and a resident of South Glengarry? If so, the Township of South Glengarry is looking for your input!

In June 2015 the Township of South Glengarry received a grant through Ontario's Age-Friendly Community Planning Grant Program to develop an Age Friendly Master Plan. As a part of this plan, the Township is surveying older adults in the community about their use of, and interest in, recreation services in South Glengarry. Recreation includes sport, fitness, art, culture and social programs/activities.

"Almost 40% of South Glengarry's population is over the age of 55 and that number is growing," stated Joanne Haley, General Manager of Community Services, "We are reaching out to this age-group in our community in order to improve recreation opportunities for older adults and to enhance the ways we communicate with residents about these services."

There are a number of ways for residents to provide input and comments towards the development of the Age Friendly Master Plan, including:

- Completing a survey, either on our website at www.southglengarry.com or in-person with an interviewer from November 26th to December 11th.
- Sending comments by mail to 6 Oak Street, Lancaster, Ontario, K0C 1N0 or by e-mail to jhaley@southglengarry.com or anne@southglengarry.com.
- Attending one of four community meetings:

Date & Time	Location
Wednesday, December 9th 10:00 am – 12:00 pm	Martintown Community Centre 4850 County Rd. 20, Martintown
Wednesday, December 9 th 1:00 pm – 3:00 pm	Lancaster Legion 119 Military Rd., Lancaster
Thursday, December 10th 10:00 am – 12:00 pm	North Lancaster Optimist Hall 4837 2nd Line Rd., North Lancaster
Thursday, December 10th 1:00 pm – 3:00 pm	Char-Lan Recreation Centre 19740 John St., Williamstown

To set up an appointment for an in-person survey or for more information, contact Joanne Haley, General Manager of Community Services at (613) 347-1166 ext. 231 or jhaley@southglengarry.com or Anne Ward, Recreation Facilitator at 613-347-2411 ext. 22 or anne@southglengarry.com.

Pictured (from left): Anne Ward, South Glengarry Recreation Facilitator; Paul Clarke, Martintown Goodtimers President; Joanne Haley, South Glengarry General Manager of Community Services; and MPP Jim McDonell.

-30-

Kelli Shaver-Campeau

Development & Communications Coordinator
Township of South Glengarry
(613) 347-1166 ext. 264
ecdev@southglengarry.com



Are you 55 years old or more, and a resident of South Glengarry?

If yes, you are one of almost 40% of the community's population – and it's growing!
The Township wants to know how it can improve local recreation services for older adults

TELL US WHAT SENIORS WANT AND NEED!

Attend a Community Meeting:

Wednesday, December 9 th 10:00 am – 12:00 pm	Martintown Community Centre 4850 County Rd. 20, Martintown
Wednesday, December 9 th 1:00 pm – 3:00 pm	Lancaster Legion 119 Military Rd., Lancaster
Thursday, December 10 th 10:00 am – 12:00 pm	North Lancaster Optimist Hall 4837 2 nd Line Rd., North Lancaster
Thursday, December 10 th 1:00 pm – 3:00 pm	Char-Lan Recreation Centre 19740 John St., Williamstown



Complete a Survey

On the Township's website at www.southglengarry.com or in-person with an interviewer between November 26th and December 11th

You can also send your comments by mail to 6 Oak Street, Lancaster, ON, K0C 1N0 or by e-mailing one of the following individuals:

Joanne Haley: jhaley@southglengarry.com, 613-347-1166 ext. 231

Anne Ward: anne@southglengarry.com, 613-347-2411 ext. 22

Mary Catherine Mehak: mc@mehak-kelly.com, 416-690-0385

Survey Promotional Material

Date	Promotion
November 24 th	Press Release distributed to Council
November 25 th	Press Release distributed to local media including: Glengarry News, Seaway News, Standard Freeholder and Cornwall Newswatch
November 25 th	Public Notice posted to South Glengarry website
November 25 th	Age Friendly Community Plan section added to South Glengarry website
November 25 th	Info listed in “Are You Aware” Ad, Glengarry News
November 26 th	Half page article in Seaway News print edition and on their website
November 27 th	Article in Standard Freeholder
November 28 th	Paid advertisement in Standard Freeholder
December 2 nd	Paid advertisement in Glengarry News
December 2 nd	Article on front page of Glengarry News
January 13 th	Notice of survey deadline in Glengarry News

Website:

- An alert banner was added to the website informing visitors of the survey
- A menu item called “AGE FRIENDLY SURVEY” was added to the top bar of the homepage
- A page with full details and link to the survey was added under the “Residents” tab
- A Public Notice was added under the “News & Public Notices” tab

Posts on South Glengarry Twitter Page (297 followers):

- November 25th
- December 8th & 10th
- January 6th

Posts on South Glengarry Facebook page (1,140 followers):

- November 25th
- December 7th, 8th, 10th
- January 6th

Community-based organizations that serve only (or largely) older adults were able to make direct contact with their membership to promote the survey and community meetings:

- Martintown Goodtimers notified all its members by email with a link to the survey, updated their website with information on the project and a list of the dates, times and locations of the four meetings, and provided a direct link to the survey.
- Lancaster Legion sent out notification of the public meetings to all his members.
- North Lancaster Optimists distributed flyers to houses in the area promoting project and meetings.

Hard Copy Survey Distribution

Each of the following agencies/organizations were provided with the number of surveys shown and either distributed them directly to members/clients or left them at locations where clients could pick them up if they were interested in participating. For the most part, respondents were responsible for returning them to the Township offices by mail or drop-off. In some instances, Township staff returned to the organization to retrieve completed surveys.

Agency/Organization	Number of Surveys
Sir John Johnson Manor House	20
Health Unit	20
Friends of Summerstown Trails	10
President Nor'Wester's & Loyalist Museum	25
Green Valley Optimist Centre	20
Nurse-practitioner Led Clinic	50
Lancaster Curling Club Seniors Mixed League	10
Post Office Williamstown	10
Post Office Lancaster	10
BMO	10
Lancaster Pizzeria	10
South Glengarry Restaurant	10
Lancaster Pharmacy	15
Lancaster Library	10
St. Mary's Crafting Group	12
Lan-Char Centre	50
Alex McDonald Grocers	10
St. Johns Church, South Lancaster	25

St. Raphael's Church	70
United Church, Williamstown	25
Precious Blood Church, Glen Walter	100
St. Joseph Catholic Church, Lancaster	120
St. Mary's Catholic Church	100
Total Distributed	742

Detailed Responses to Survey of South Glengarry's Older Adults

Participation in Recreation Activities

1. 151 of 156 respondents (97%) were residents of South Glengarry. Those that responded 'no' to this question were thanked for their interest and told that the survey was directed to residents of South Glengarry.

2. Ninety-eight of 151 respondents (65%) participate in recreation activities in South Glengarry.

3. A total of 90 people indicated that they participate in the following activities along and/or with others.

Activity	Participate	
	alone	with others
Exercise (e.g. yoga, zumba, walking, swimming)	45.71% (32)	54.29% (38)
Sports (e.g. curling, tennis, x-country skiing)	22.22% (10)	77.78% (35)
Visual Arts (e.g. painting, pottery, photography)	47.06% (8)	52.94% (9)
Going to Galleries, Exhibits (e.g. museum, art)	33.33% (10)	66.67% (20)
Performing Arts (e.g. dance, theatre)	28.57% (4)	71.43% (10)
Attending Performing Arts (e.g. plays, readings)	22.22% (6)	77.78% (21)
Crafts (e.g. quilting, rug hooking)	43.48% (10)	56.52% (13)
Games (e.g. cards, shuffleboard)	30.0% (6)	70.0% (14)
Social Events (e.g. lunches, trips, picnics)	11.11% (4)	88.89% (32)
Clubs (e.g. book club, garden club)	19.23% (5)	80.77 (21)
Other	43.75% (14)	55.25% (18)

4. A total of 90 people indicated how they participate in activities by season, indoors and/or outdoors.

Season	Participate	
	outdoors	indoors
fall	47.37% (54)	52.63% (60)
winter	33.64% (37)	66.36% (73)
spring	51.38% (56)	48.62% (53)
summer	59.29% (67)	40.71% (46)

5. Respondents who do not participate in recreation activities in all seasons provided the following reasons:

I am away/too busy during the winter (fall/winter/spring):	4% (4 responses)
I am away/too busy during the summer:	3% (3 responses)
The winter is too cold and snowy for me to go outside:	6% (6 responses)
Winter weather is too treacherous for me to walk, cycle or drive to programs:	0%
The summer is too hot for me to go outside:	1% (1 response)
Lack skills/ability to participate in winter activities:	5% (5 responses)
Lack skills/ability to participate in summer activities:	2% (2 responses)
I cannot afford to participate in all seasons:	1% (1 response)
I do not have transportation in all seasons:	1% (1 response)
Activities I like are not offered all year round:	6% (6 responses)

Other (1 respondent per comment): this community lacks all season activities, particularly winter; Glen Walter park should be the site of skating pathways, rinks and an outdoor swimming pool for summer; cycling is not practical in winter; not all things available in Glen Walter; health issues often dictate participation or "enforced" rest; I try and participate; there is nothing else such as sandbags, card playing, bingo, etc.; I do not really know about them; medical concerns.

6. Seventy-nine of 97 respondents (81%) reported that they participate in recreation activities regularly. About one-fifth (21%) participates irregularly.

7. Locations to which regular participants usually go for activities are listed in order of frequency below.

Location	Responses
Williamstown	46% (36)
Lancaster	37% (29)
Martintown	29% (23)
South Lancaster	19% (15)
Glen Walter	10% (8)
Summerstown	9% (7)
North Lancaster	8% (6)
Bainsville	5% (4)
Green Valley	5% (4)
St. Raphaels	5% (4)
Summerstown Station	3% (2)
Dalhousie	1% (1)
Glen Nevis	1% (1)
Glen Norman	0%
Brown House	0%

8. Regular participants in recreation indicated that the activities in which they participate are offered by the following types of organizations, in order of frequency reported.

Organization	Responses
A volunteer group (e.g. Martintown Goodtimers, Summerstown Trails, curling club, weavers guild, garden club)	39% (31) (8 more from 'other' category)
The Township of South Glengarry (e.g. 55+ skate)	15% (12)
My church	8% (6)
A commercial establishment (e.g. Cherry Bomb Fitness, golf course)	8% (6) (6 more from 'other' category)
A church that I do not belong to	3% (2)
A service club (e.g. the Legion, KoC)	3% (2) (1 more from 'other' category)
I am not sure	3% (2)
Not-for-profit agency (e.g., Carefor, Encore, hospital)	8 from 'other' category
No organization (self-directed)	5 from 'other' category

Other not classified above: private individual (2); Seaway Valley, EOHU; Chateau Gardens; Char Lan school; fair; Cooper Marsh; St. Mary's Centre (2); Cornwall Aquatic Centre

9. Regular participants travel to these activities using the following modes of transport:
(Twenty-two people reported using more than one mode)

I drive myself (alone or picking up others):	82% (65)
I walk:	23% (18)
My partner/spouse, a relative or friend drives me:	14% (11)
I cycle:	9% (7)
I call for a volunteer to pick me up:	0%

Reasons for Not Participating in Recreation Activities

10. Fifty-three of 151 respondents (35%) do not participate in recreation activities in South Glengarry, and those who responded provided the following reasons:²

I don't know what's available and where to find good information	24% (24)
I participate in other communities (e.g. North Glengarry, Cornwall)	23% (23)
There are no activities offered that are of interest to me	19% (19)
Recreation activities are too far from my home	11% (11)
I am too busy to participate in recreation activities	8% (8)
Health problems/disabilities prevent me from participating	8% (8)
I have no one to participate with	6% (6)
I have never participated in recreation activities	5% (5)
Activities are too expensive	5% (5)
I am not interested in participating in recreation activities	4% (4)
Facilities/parks/spaces are not physically accessible	4% (4)
Activities are either too active or too passive	4% (4)
As a caregiver, it is difficult to find the time to participate in recreation	1% (1)

Other:

- no facilities of interest locally (no pools (indoor or outdoor); indoor/outdoor sports field, track; Cornwall has indoor pools, walking track; to my knowledge there are no swimming pool or exercise facilities available)
- poor lighting in Glen Walter to even walk in the community, no sidewalks along the water
- hearing and sight are declining
- interests tend to be solitary, but planning for teaching and concerts does have an end arrival that is very public and requires a great deal of interaction
- I live closer to Cornwall activities

² This question was directed to the 53 respondents who do not participate in South Glengarry. Ninety-eight (98) people, however, chose to respond. Responses, therefore, include some of those who answered that they do participate in South Glengarry.

- still work and have a 9-year-old granddaughter to raise
- I have 2 jobs and one takes me away for months at a time

Potential Improvements to Recreation Activities

11-17. Those who agreed or disagreed to a number of suggested potential improvements to recreation services in South Glengarry are shown below, in order of frequency of agreement.

Potential Improvement	Agree	Disagree
If someone needs help participating in an activity, the person who comes with them to help should not be charged a fee	85% (51)	15% (9)
There should be a wider variety of activities to choose from	70% (74)	30% (32)
Activities should be better advertised	66% (67)	34% (34)
Someone who cares for a relative or friend and wants to participate in activities should be able to bring the relative or friend with them and have care provided on-site while they participate	65% (64)	35% (35)
Existing activities should be offered in more locations	58% (57)	42% (42)
Activities should be offered at more convenient times	50% (48)	50% (48)
Facilities and parks need to be made more physically accessible	26% (22)	74% (62)

18. If the suggested improvements are implemented, the majority (78% or 80 respondents) think they would begin to participate or participate more frequently in recreation programs/activities.

Communication About 'What's Happening' in South Glengarry

19. Respondents learn about local news and activities through the following sources.

News/activities information sources	Responses
Glengarry News	66% (88)
Seaway News	49% (66)
personal connections/being involved in the community	44% (59) (4 more from 'other' category)
Township website/e-newsletter	31% (42)

	(1 more from 'other' category)
websites of activity providers	13% (17)
community bulletin boards	11% (15)
	(2 more from 'other' category)
radio	7% (10)
health or social service agencies	4% (5)

Other not classified above: Goodtimers; I know little of the events in the community, though this is my preference to read more national papers online; by luck; freeholder; Facebook

Community Assets and Priorities

20. One hundred and thirty-two (132) respondents identified up to three of the most important improvements needed to recreation services for older adults in South Glengarry.

Most important improvement	Responses
improving and communicating information about what facilities, activities are available	49% (65)
providing more activities for a wider variety of interests/abilities	47% (62)
ensuring activities are provided at no/low cost	36% (48)
developing partnerships among the various organizations that provide recreation services in South Glengarry	30% (40)
better distribution of activities throughout the Township	23% (31)
providing more moderately physically active activities	18% (24)
making activities more ability-appropriate	13% (17)
helping arrange transportation to activities	11% (15)
making existing facilities and activities more physically accessible	5% (7)

21. One hundred and thirty-two (132) people responded to a question about what they like best about recreation services in South Glengarry. Some respondents, however, provided comments on what needs to be improved and/or what they don't like about local recreation services.

Feature of recreation services	Responses
the facilities (community centres, halls, arena)	52% (68)
the parks	30% (40)
the trails system	17% (23)
the programs/activities offered	15% (20)

Other

Likes:

- The friendliness and helpfulness of those at the Lan Char Senior Center in Lancaster.
- Glen Walter Regional Park paved walking path
- museum, Celtic museum hall, Sir John Johnson Manor House
- community centre is great, but needs air conditioner
- soccer facilities, arenas
- Summerstown forest

Improvements needed:

- the new fire hall should have community access for indoor recreation such as table tennis, bridge etc. Events promoted on a message board at the fire hall.
- provide ping pong, billiards, skating, hiking, card nights, movie nights, star gazing, controlled bonfires
- should use the church facilities more
- area needs an indoor pool
- staff levels and funding

Dislikes:

- like nothing (3) - we need a centre here to allow local resident easy accessibility to pools, classes etc.; there is no swimming pool or exercise facility within 20km from my home-so I have nothing to like

Don't know:

- never used them; haven't used any because don't know they existed; I have yet to use any because nothing exists in South Lancaster; I am not really aware of the facilities that exist (4)

Respondent Profile

22/23. Two respondents completed the survey on behalf of another person, and in both cases, the person being assisted answered the questions themselves (as opposed to the questions being answered on his/her behalf).

24. One hundred and twenty-seven (127) respondents indicated which of the following communities is closest to where they live in South Glengarry.

Community	Respondents
Williamstown	20% (25)
Lancaster	14% (18)
Glen Walter	12% (15)
Martintown	12% (15)
Green Valley	9% (12)
Bainsville	8% (10)
South Lancaster	6% (7)
St. Raphaels	5% (6)
Summerstown	3% (4)
Summerstown Station	2% (3)
North Lancaster	3% (4)
Glen Nevis	2% (2)
Dalhousie	1% (1)
Brown House	1% (1)
Glen Norman	0%

25. 110 respondents provided information on employment and caregiving responsibilities.

Work/caregiving responsibilities	Respondents
Employed full-time	17% (22)
Employed part-time	9% (11)
Part-time caregiver	3% (4)
Full-time caregiver	1% (1)
Employed part-time and part-time caregiver	2% (2)
Retired with no caregiving responsibilities	64% (81)

26. Living arrangements (127 responded)

- 75% (95) live with a partner or spouse
- 20% (26) live alone
- 2% (2) lives with other relatives or friends

27. Age cohort (127 responded)

Age Cohort	Respondents
55-59 years	20% (25)
60-64 years	20% (25)
65-69 years	24% (30)
70-74 years	20% (26)
75-79 years	9% (11)
80-84 years	5% (6)
85-89	0% (0)
90+	1% (1)

28. The majority (60% or 74 of 123 respondents) volunteer in the community.

29. Twenty-three (23) people indicated they would be interested in volunteering to help older adults participate in recreation (e.g. driving, phoning with information on programs, buddy to a new participant, etc.), and 19 provided their contact information.

Additional Written Input

Some residents chose to send emails or letters instead of (or in addition to) completing the survey or provide verbal comments to Township staff outside formal meetings. These comments are summarized below.

- computer courses to which people can bring their laptops
- active programs, including: 4-wheeling, broom ball, hunting, swimming, skating, lacrosse, cycling, hockey, soccer, slo-pitch, horseback riding, basketball, volleyball, badminton, bocce, bowling, lawn bowling
- dancing, weight/stretching class, group walking in Lancaster and Alexandria areas
- investigate potential to access the Tim Dome in Smithfield to allow local older adults who walk daily to continue to do so in bad weather, without having to go to Cornwall and Alexandria
- indoor soccer/track facility with a corporate sponsor
- lack of communication is the problem for seniors missing out on social events, where they involve recreation, culture or any other topic; despite being bombarded via social media, a large percentage of seniors don't use these new technologies (computers, iPhones, iPads, iPods, etc.); not sure how this can be resolved, but it is a huge problem and isolates a portion of the community that already feels isolated with adult children busy with their daily life; may be a way to partner young people with older people so they can be comfortable with the 'new means of communication'

- Legion could host a Senior Day once a week/month for people to learn to knit, craft, play cribbage, euchre, pool, etc. with Legion seniors doing the instruction; not everyone has transportation to knitting sessions in Williamstown
- physical activities to engage seniors who have minor limitations but would benefit from adapted activities (e.g., chair yoga, gentle yoga, assisted yoga, complemented by stretching and meditation)
- small exercise pool at arena to help with movement and a whirlpool
- seniors' centre at Williamstown Arena to offer various activities (e.g., bridge, arts, crafts, computer classes, Encore classes)
- afternoons are preferred for recreation activities

APPENDIX C: Parks, Natural Spaces and Facility Details

Parks and Natural Spaces		
Nearest Settlement Area	Park/Area Name	Type/size
Lancaster	Smith Field	active/7.44 ac
	Bernie McDonell	natural/5.22 ac
	Library	passive
	The Pines	passive
	Charlottenburgh	camping/235 ac
	Cooper Marsh	natural CA/
	Glengarry	camping
Bainsville	Jack Danaher	active/3.56 ac
	Women's Institute	passive
Martintown	Kenneth Barton Senior	active
	Martintown Community	active/3.5 ac
	Charlottenburgh Managed Forest	natural/50 ac
North Lancaster	Optimist	active/9.21 ac
	Ecole L'Ange Garden Fields	active
Green Valley	Green Valley	active
Glen Walter	Gray's Creek	natural CA/106 ac
	Glen Walter Regional	active
Summerstown	Cooper Marsh & Visitor Centre	natural CA/part Charlottenburgh Marsh
Williamstown	Empey-Poirier	active/4.66 ac
	Public School	active
	Paul Rozon Memorial	active
	Char Lan High School	active
Trails	Summerstown Trails	non-motorized multi
	St. Lawrence Recreational Path	linked path multi
	The Peanut Line	linked rail
	Waterfront Trail	linked cycling

Township Indoor Facilities for Older Adult Programs Activities		
Name	Location	Facilities
Green Valley Community Centre	Green Valley 4159 MacKinnon St	- equipped with a full kitchen - active community park
Jack Danaher Park Hall	Bainsville 21491 MacCuaig Dr	- small kitchen area, multi-purpose room, two washrooms and a canteen - 3.56 acre active community park - outdoor rink
Lan Char Centre	- Lancaster - 20 Victoria St - home of Carefor	- variety of weekly programs for older adults - operates Monday through Friday from 8:00 am to 4:00 pm - parking
Martintown Community Centre	- Martintown - 4850 County Rd 20 - home of Martintown & District Goodtimers Association	- hall - seniors room - kitchen - 3.5 acre active Barton Community Park - parking
North Lancaster Optimist Hall	- North Lancaster - operated by North Lancaster Optimist Club - attached to Township Roads Department storage facility	- 2,025 square feet with hall and small kitchen - 810 square foot deck overlooks 9.21 acre North Lancaster Optimist Park (active) - parking
Royal Canadian Legion Branch 544	- Lancaster - 119 Military Road N - operated by Legion	- recently added 2,800 square foot fully accessible addition - total of 5,300 square feet - divisible into smaller spaces - parking - adjacent to 7.44 acre Smithfield Park (active)
Char-Lan Recreation Centre	- Williamstown - 19740 John St	- arena - hall - kitchen - parking
Paul Rozon Memorial Park	- Williamstown - 19715 Cty Rd 17	- small community hall - active park - multi-purpose pad
Celtic Music Hall of Fame	- Williamstown. - 19687 William St	
Glengarry Nor' Westers & Loyalist Museum	- Williamstown - 19651 County Rd. 17	
Lancaster Library	195 Military Rd	
Williamstown Library	19692 William St	

APPENDIX D



Tips to Get Active

> Physical Activity Tips for Older Adults (65 years and older)

Physical activity plays an important role in your health, well-being and quality of life. These tips will help you improve and maintain your health by being physically active every day.

1

Take part in at least **2.5 hours of moderate- to vigorous-intensity aerobic activity each week.**

2

Spread out the activities into sessions of **10 minutes** or more.

3

It is beneficial to **add muscle and bone strengthening activities** using major muscle groups **at least twice a week.** This will help your posture and balance.

Tips to help you get active

- ✓ Find an activity you like such as swimming or cycling.
- ✓ **Minutes count** — increase your activity level 10 minutes at a time. Every little bit helps.
- ✓ **Active time can be social time** — look for group activities or classes in your community, or get your family or friends to be active with you.
- ✓ Walk wherever and whenever you can.
- ✓ Take the stairs instead of the elevator, when possible.
- ✓ Carry your groceries home.



- Start slowly
- Listen to your body
- Every step counts





Tips to Get Active

> Physical Activity Tips for Older Adults (65 years and older)

The Health Benefits of Being Active

- › **IMPROVE YOUR BALANCE**
- › **REDUCE FALLS AND INJURIES**
- › **HELP YOU STAY INDEPENDENT LONGER**
- › **HELP PREVENT HEART DISEASE, STROKE, OSTEOPOROSIS, TYPE 2 DIABETES, SOME CANCERS AND PREMATURE DEATH**

Aerobic activity, like **PUSHING A LAWN MOWER, TAKING A DANCE CLASS, OR BIKING TO THE STORE**, is continuous movement that makes you feel warm and breathe deeply.

Strengthening activity, like **LIFTING WEIGHTS OR YOGA**, keeps muscles and bones strong and prevents bone loss. It will also improve your balance and posture.

What is moderate aerobic activity?

Moderate-intensity aerobic activity makes you breathe harder and your heart beat faster. You should be able to talk, but not sing.

- › Examples of moderate activity include walking quickly or bike riding.

What is vigorous aerobic activity?

Vigorous-intensity aerobic activity makes your heart rate increase quite a bit and you won't be able to say more than a few words without needing to catch your breath.

- › Examples of vigorous activity include jogging or cross-country skiing.

What are strengthening activities?

Muscle-strengthening activities build up your muscles.

With bone-strengthening activities, your muscles push and pull against your bones. This helps make your bones stronger.

- › Examples of muscle-strengthening activities include climbing stairs, digging in the garden, lifting weights, push-ups and curl-ups.
- › Examples of bone-strengthening activities include yoga, walking and running.

www.publichealth.gc.ca/paguide

Every step counts!

If you're not active now, adding any amount of physical activity can bring some health benefits. Take a step in the right direction. Start now and slowly increase your physical activity to meet the recommendations.

More physical activity provides greater health benefits!

That means the more you do, the better you'll feel. Get active and see what you can accomplish! Move more!

Is physical activity safe for everyone?

The recommended level of physical activity applies to all adults aged 65 years and older who do not have a suspected or diagnosed medical condition. Consult a health professional if you are unsure about the types and amounts of physical activity most appropriate for you.

Canadian Physical Activity Guidelines were developed by the Canadian Society for Exercise Physiology and are available at: www.csep.ca/guidelines

APPENDIX E

Township of South Glengarry Older Adult Recreation: Guide to Program/Activity/Service Design and Delivery

Area of Identified Need/Interest:

Does existing supply already offer this type or program/activity? Yes/No

If yes, target this service for additional promotion in upcoming advertisements.

If no, develop, pilot and evaluate a program/activity/service response as outlined below.

A. Categories

Primary Program Category	Secondary Program Category/Categories
<input type="checkbox"/> physically active: <ul style="list-style-type: none"><input type="checkbox"/> moderate aerobic<input type="checkbox"/> vigorous aerobic<input type="checkbox"/> strengthening <input type="checkbox"/> arts, culture, heritage <input type="checkbox"/> education/skills development <input type="checkbox"/> social <input type="checkbox"/> aging at home <input type="checkbox"/> medical or public health <input type="checkbox"/> support service	<input type="checkbox"/> physically active: <ul style="list-style-type: none"><input type="checkbox"/> moderate aerobic<input type="checkbox"/> vigorous aerobic<input type="checkbox"/> strengthening <input type="checkbox"/> arts, culture, heritage <input type="checkbox"/> education/skills development <input type="checkbox"/> social <input type="checkbox"/> aging at home <input type="checkbox"/> medical or public health <input type="checkbox"/> support service

B. Target Group

Age Group	Needs-specific Group
<input type="checkbox"/> intergenerational <ul style="list-style-type: none"><input type="checkbox"/> older adults/youth<input type="checkbox"/> older adults/children<input type="checkbox"/> adults/older adults<input type="checkbox"/> all age groups <input type="checkbox"/> older adults only <ul style="list-style-type: none"><input type="checkbox"/> specific age category: _____	Group to which the program/activity is directed to/will attract (e.g. people with, arthritis, people with mild dementia, shut-ins, Francophones, people with Parkinson's, people with Diabetes, those who are well and fit, etc.):

Design and Delivery

Program Objectives (specific to the proposed program/activity/service, in terms that can be evaluated based on pre-determined indicators as outlined below):

Required program elements for target group(s) from B above:

Details on opportunities to combine elements or integrate objectives from A above:

New or Existing Program:

Is it an existing program or a new program not offered elsewhere that needs to be designed locally?

If existing, is there a local agency, organization, or group that offers or could offer this program, activity or service? Yes/No

If yes, name or agency/organization and contact information:

If new or not available locally, who is needed to participate in designing and delivering the program (e.g., Health Unit, Library, Township, Heart and Stroke, direct provider)?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Requirements and Format for Delivery:

Accreditation-based Service

Does it require an accredited instructor? Yes/No

If yes, is this available locally or is instructor training required?

Describe plan to provide instructor:

Volunteer-based Service

Can it be delivered in a peer-to-peer, volunteer arrangement? Yes/No

If yes, can it be referred to an existing group?

Contact: _____

If no, is there someone who might take an interest in leading?

Contact: _____

Do volunteers require training and/or other supports to provide it? Yes/No

If yes, describe plans to provide needed training/support:

Logistics

Where will it be offered (settlement area and facility)? (need to consider capacity, accessibility, required amenities such as Wi-Fi, parking, etc.)

Is it to be rotated to different facilities throughout the Township?

Is it to be delivered in-home to shut-ins?

When will it be offered?

- season
- frequency
- day
- time
- duration per session
- number of sessions total

What support services/amenities will be needed?

- transportation,
- need to offer respite care

How will it be:

- priced - no cost; free trial; total cost of participation (e.g., include transportation, equipment)
- promotion/advertised

- tailored to be ability appropriate

How will participants:

- register, themselves/support person
- schedule transportation

Details on pilot (dates, duration, etc.)

Participant Evaluation: suggested questions

What was the reason you signed up for this program/activity?

Did the program meet with your expectations, given your reason for joining?

Was the cost reasonable? **If no**, what do you think a reasonable price would be?

How did you travel to the program? If using paid transportation services, how did you find the service? Was the cost reasonable?

Where did you learn about the program/activity?

Is the location easy for you to get to?

Did you like the facilities? **If no**, what would you improve?

Will you be signing up for this program/activity again? **If no**, why not?

Would you recommend it to a friend? **If no**, why not?

Where do you live?

In what year were you born?

Are you:

- male
- female

Would you be willing to provide a few comments about the program/activity that we could use in our advertisements as a testimonial? If yes, can we include your name?

Are there any other programs/activities you don't do now but would be interested in doing?